**Shaker Village of Pleasant Hill**

Shaker Village of Pleasant Hill (SVPH) is on a mission to inspire generations through DISCOVERY, by sharing the legacies of the Kentucky Shakers.  SVPH is committed to bridging historic preservation, land conservation, engaged learning and warm hospitality to present an unrivaled destination experience.

Home to the third largest Shaker community in the United States from 1805 until 1910, SVPH manages the country's largest private collection of original 19th century buildings and is the largest National Historic Landmark in Kentucky. Onsite amenities at SVPH include overnight accommodations, dining and catering services, retail shops, event and meeting venues, riverboat rides, historical exhibitions and tours, farm and garden area, nature preserve, multi-use trail system, equestrian stable and an extensive calendar of special programs, activities and events.

**Shaker Village Trustees' Table**

The Trustee's Table supports the mission of Shaker Village by creating quality dining experiences that embrace contemporary tastes while continuing to champion farm-to-table and sustainable sourcing philosophies in the legacy of the Shakers.

**Dining Room Server**

The Dining Room Server is responsible for the overall delivery of excellent hospitality to our guests. They are responsible for knowing and explaining menus, taking food orders, delivery of food and beverage (including alcoholic beverages), clearing tables and processing payment for guests.

**Responsibilities and Duties**

1. Greet guests and introduce yourself
2. Answer questions about menu items, making recommendation upon request
3. Check customer's identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages
4. Knowledge of table numbers and pivot points
5. Serve food and beverages to guests
6. Prepare tickets/checks that itemize and total meal costs, sale tax and collect payment
7. Operate the Point of Sale System (POS) quickly and efficiently in order to process orders
8. Remove china, cutlery and glassware from tables
9. Stock and clean service areas, stock with linen and meal related condiments including tubs of ice
10. Communicate with bussers, hosts, managers and other wait staff to ensure all customer needs are met
11. Performs other duties as assigned by management

In the performance of their respective tasks and duties, Servers are expected to conform to the following:

1. Perform quality work within deadline with or without direct supervision
2. Interact professionally with co-workers, customer, suppliers and other staff members
3. Work effectively as a team contributor on all assignments
4. Work independently while understanding the necessity for communicating and coordinating work efforts with other employees
5. This position requires working a revolving schedule of different days that include weekends, evenings and holidays

**Skills and Qualifications**

1. Report to work on time as scheduled. Well groomed with name badge and appropriate attire or proper uniform. Neat, clean and conservative in appearance
2. Strong Interpersonal and communication skills; helps ensure optimum communication among co-workers, managers and guests
3. Excellent customer service skills; including listening, initiative, responsiveness, cheerfulness, accommodating, courtesy, honesty and professionalism
4. Positive attitude, problem solving and flexibility.
5. Ability to work enthusiastically with a wide demographic of guests, including youth, families and adults
6. Ability to work in a collaborative team structure. Demonstrates positive team spirit by providing assistance to other team members as necessary

**Education and Experience**

1. Must be at least 20 1/2 years of age
2. High school diploma or higher preferred
3. Two years prior full service restaurant experience preferred

**Mental and Physical Requirements**

1. Must be able to multi-task and work in stressful situations
2. Must be capable of standing for extended periods
3. Requires the mobility to climb stairs and occasionally lift and/or move items weighing up to 50 lbs.
4. Must be able to quickly and safely negotiate stairs while carrying objects

**Working Environment and Conditions**

1. Lifting heavy trays of food, kitchenware, glasses and cups
2. Frequent exposure to fluctuating temperatures (inside and outside as needed)
3. Flexibility in working throughout Shaker Village property in a variety of venues
4. Schedules may include early mornings, late evenings, holidays and weekends

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_