



## Job Description: Zeitgeist Restaurant & Bar Server Zeitgeist Center for Arts and Community

**Job Purpose:** To take and deliver food and beverage orders, process payments, attend to the dynamic needs of guests, and maintain cleanliness in designated work areas while providing friendly and professional service and to provide a welcoming atmosphere and contribute to a positive work culture.

### Primary Duties & Responsibilities

#### General

- Take and record food and beverage orders.
- Proficiently utilize POS to accurately communicate orders to kitchen staff.
- Deliver food and beverage, overseeing service throughout the dining experience.
- Perform other duties and responsibilities, as required or assigned.

#### Financial

- Take and process payments.
- Be accountable for cash, credit information, and daily sales reports.
- Utilize POS proficiently to reflect accurate pricing for goods and services provided.
- Conscientiously aid in the increase of sales and reduction of product waste and inefficient procedures.

#### Safety and Planning

- Adhere to best practices of food safety standards, work space organization and cleanliness.
- Comply with operational standards, company policies, federal/state/local laws, and ordinances.
- Assist in maintaining a professional restaurant image including restaurant cleanliness and appearance standards.

#### Guest Service

- Establish a genuine relationship with guests, providing a welcoming environment, and a positive guest experience.
- Help guests navigate and understand menus, answering questions and making educated recommendations, additionally suggesting and upselling.
- Openly receive feedback if/when standards are not met to ensure dissatisfied guests become return guests.

#### Operational Responsibilities

- Verify ages of guests ordering alcoholic beverages and cannabis products.
- Fulfill assigned "side-work", routine cleaning, and organizational duties.

#### Personnel

- Maintain a professionally courteous attitude with all guests and team members, including members of front and back of house, management, and other Zeitgeist departments.
- Participate in active dialogue with management to set goals for growth and achievement.
- Attend staff and other meetings as needed.

## **Community Involvement**

- Support the organization in providing a strong presence in the local community with community involvement by restaurant personnel.

While thorough, this job description is a living document and we are looking for team members who will be a part of adapting, changing, and growing as needs and goals are developed.

## **The Ideal Candidate will be proficient in or capable of:**

- Being on their feet for consecutive hours.
- Having a positive attitude and willingness to share their personality and creativity with guests, providing an interesting and memorable experience beyond the assumptions of service.
- Maintaining focus in a fast-paced environment, keeping composure under pressure.
- Utilizing POS efficiently.
- Accountability for cash and credit information, menu knowledge, service standards, and safety.
- Multi-tasking and adapting to arising situations or event-based needs.
- Be self-motivated and reliable, behaving with integrity when unsupervised.
- Willingness to be coached and receive constructive feedback.
- Be genuinely interested in the welfare of team mates and the Zeitgeist operation, aiding all departments when able.
- Represent the Zeitgeist vision, seeking to better the community and support the arts.

## **Qualifications / Education / Experience:**

- Serving experience is preferred.
- Familiarity with food and beverage terminology.
- POS, cash handling, and payment processing.

## **Key Performance Indicators:**

- Keeps General Manager/Executive Chef and Front of House Manager promptly and fully informed of all issues (i.e.problems, unusual matters of significance and positive events) and takes prompt corrective action where necessary or suggests alternative courses of action.
- Demonstrates reliability, honesty, and integrity in daily operations.
- Completes job responsibilities and performance objectives in a timely and effective manner.
- Maintains a favorable working relationship with all company employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity, and efficiency/effectiveness.
- Maintains a high level of customer satisfaction and cleanliness.

## **Job Status**

This position is a part-time employee of Zeitgeist. Hours may vary depending on volume of business. The starting hourly rate for this position is \$10.85/hr plus traditional tipping, hospitality fee payouts for larger tables and events, accrued paid time off, and employee discounts. Employees are eligible for Zeitgeist's 401(k) plan after 30 days of service with potential to be eligible for

Zeitgeist contribution of 3% after one year of service. Employment with Zeitgeist will be on an at-will basis, which means you and the company are free to terminate the employment relationship at any time for any reason. Zeitgeist is an equal opportunity employer. Servers report to the Front of House Manager.

### **To Apply:**

Please send a CV or Resume to [stevie@zeitgeistarts.com](mailto:stevie@zeitgeistarts.com) or find us on Indeed.

Up to three professional references may be requested during the interview process.

### **About Zeitgeist**

Our mission is to use the power of connection and creative expression to shape our vibrant and shared future. Zeitgeist is a non-profit arts and community development organization headquartered in downtown Duluth, MN, and committed to growing and sustaining a community that is inclusive, diverse, creative, and connected; a place where every individual can thrive. Working in partnership across the region, Zeitgeist connects like-minded organizations and people to collaboratively create programs that make lasting change.

### **Zeitgeist Inclusivity Statement**

- We value a culture of self-expression and support the rights of Indigenous people, LGBTQAI+ people, women, and people of color.
- We actively work to build social systems of equity and inclusivity while dismantling systems of oppression.
- We actively create spaces, built and unbuilt, that support all abilities.
- We support and engage in sustainable approaches to interacting with our shared land, air, and water.
- We acknowledge that we are located on land ceded by the Anishinaabe in the 1854 Treaty and that this land, historically and today, holds great significance for Indigenous peoples.

We expect this list to evolve and we expect to make mistakes. And to be honest, Zeitgeist does not currently represent our inclusivity, sustainability, or creativity goals. Nonetheless, we're committed to forward progress, and we're looking for applicants who see themselves as partners in this work.