

Job Description

Job Title	Hookah Server
Reports to	Restaurant Manager
Employment Type	Full-time / Part-time / Seasonal Position
Compensation	Hourly

We are looking for self-motivated individuals who live our values and bring our brand promises to life. In this role you will use product knowledge and steps of service to deliver stellar Southern Hospitality Guest Experiences. A successful Hookah Server understands their role in the team and guest experiences within the company.

ESSENTIAL RESPONSIBILITIES

Love our Team

Works together to define shared success

- Demonstrates a commitment to the business by being a reliable team member
- Champions the company by representing the brand in proper uniform and presentation
- Assists in creating a positive work environment by building trust with team members
- Works collaboratively with others to promptly meet guest's changing needs
- Celebrates fellow team members

Love our Food

Strives for excellence in consistently delivering quality products

- Maintains complete knowledge of menu, products and offerings
- Complies with safety and sanitation standards to ensure a safe and service ready hookah station
- Follows all recipes and quality standards to prepare hookah to TDH specifications
- Prepares hookah to TDH specification with proper presentation
- Ensures accuracy when prepping hookah to ensure quality and consistency

Love our Guests

Curates the guest experience through menu knowledge and stellar Southern Hospitality service

- Approaches shifts with the guest experience in mind, executing service with a smile
- Approaches shifts with a sales mind set, making suggestions and upselling
- Creates memorable guest experiences by consistently executing our steps of service
- Understands the importance of greeting guests as they arrive and being hospitable
- Ensures accuracy in capturing and communicating guest orders
- Delights guests with personalized attention and exceeding expectations

Love our House

Keeps our house Clean, Safe & Ready

- Exhibits a positive attitude and can-do spirit towards our clean, safe & ready routines
- Maintains a clean, safe and ready hookah station
- Contributes to our operational excellence by supporting effective and efficient operations
- Maintains cleanliness, organization and efficiency in performing daily operations
- Performs tasks with attention to detail
- Holds self-accountable in meeting personal and shared responsibilities
- Demonstrates stewardship of restaurant resources by supporting inventory controls

- Assists in promoting the company
- Supports company-wide promotions, product launches and product samplings

Qualifications

- Must be at least 21 years of age
- High school diploma or equivalent preferred
- Hookah aficionados preferred
- Minimum of 1 year of service experience
- Computer literacy skills and experience with POS systems
- Excellent customer service skills
- Demonstrated organizational skills
- Demonstrated ability to work cooperatively with other team members
- Demonstrated ability to communicate effectively with team members and guests
- Demonstrated ability to work in a fast-paced environment
- Ability to reach, bend, stop and frequently lift up to 50 pounds
- Ability to work in a standing position for long periods of time (up to 5 hours)
- Available to work all shifts, weekends and holidays