



Black Star Farms, LLC: Server, Hearth & Vine Café

PURPOSE: To provide Front of House (FOH) exceptional guest service

PAY RATE: \$6/hour + tips, average take home \$25+/hour

CLASS: Full time hourly, seasonal through October

HOURS: 35 hours/week +/-

RESPONSIBILITY: Execution of assigned FOH duties

REPORTING TO: Hearth & Vine Café FOH Supervisor and Managing Owner

REQUIREMENTS

- Must be at least 18 years of age
- Must be able to work evenings, weekends, and holidays
- Flexible schedule with the ability to be on-call
- A minimum of 1-year serving experience preferred
- Ability to walk, stand, and/or move for extended periods
- Ability to move and/or lift 50lbs safely
- Positive attitude

EXPECTATIONS

- TAMs/Tips and ServSafe certifications preferred
- Knowledge of TOAST POS preferred
- Properly represent company brand through hospitality and service
- Ensure proper processing and closing of all guest financial transactions
- Communicate effectively, both verbally and technologically
- Operate efficiently and maintain productivity in an organized and calm manner
- Ability to work within a fast-paced environment and be a quick learner
- Ability to work as a team and contribute to the overall success of the team
- Effectively communicate our product and be able to describe it with knowledge and accuracy
- Responsible for providing a safe experience for all guests including food allergies
- Ability to describe and serve both our food and beverage selections
- A Completion of daily cleaning tasks in both the FOH and BOH, and all related areas
- Adherence to the policies and procedures set forth by the management team at Black Star Farms.





- Execute the orders given by FOH & BOH supervisors in an efficient manner and with a positive attitude
- Follow all duties that may be assigned by management
- Maintain composure in stressful situations and be a problem solver
- Hosting duties including, but not limited to, greeting guests, seating guests, answering phones, taking reservations, and utilizing wait lists

