



## **JOB DESCRIPTION**

### **Server**

**Department:** Sonora Room Restaurant  
**Reports To:** Restaurant Manager  
**Compensation:** Current Minimum Wage  
**Contract Term:** Full Time / May 15 – October 15, 2026  
**Employee Perks:**

- Staff housing may be available (subject to eligibility and separate agreement),
- Participation in gratuity programs,
- Employee discounts on company products and services,
- Year-end staff celebration and gift,
- Training and coaching for skill development,
- Room for advancement for qualified individuals,
- A length-of-service recognition program.

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### **Job Purpose**

Provide attentive, professional food and wine service to guests in the Sonora Room Restaurant, ensuring a dining experience that reflects the premium hospitality standards, culinary excellence, and brand values of Burrowing Owl Vineyards.

### **Key Responsibilities:**

#### **Guest Service & Dining Experience**

- Provide warm, attentive, and professional service to guests throughout their dining experience.
- Present menus, describe features and daily specials, and guide guests through menu selections.
- Take food and beverage orders accurately and enter them promptly into the POS system.
- Deliver food and beverages efficiently while maintaining proper service timing and standards.
- Monitor guest tables to ensure needs are met and respond promptly to requests or concerns.
- Clear, reset, and maintain tables to ensure a clean, organized, and welcoming dining environment.

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## **Wine Service & Product Knowledge**

- Demonstrate strong knowledge of Burrowing Owl wines and confidently recommend wine selections and pairings.
- Present and serve wine according to Sonora Room service standards.
- Share the Burrowing Owl story, including winery history, winemaking philosophy, and conservation initiatives when appropriate.

## **Wine Sales & Guest Engagement**

- Encourage guests to explore Burrowing Owl wines through thoughtful pairing suggestions and bottle service.
- Promote wine purchases and refer guests to the Wine Shop for additional selections when appropriate.
- Engage with guests in a way that enhances their understanding of Burrowing Owl wines and encourages return visits.

## **Teamwork & Communication**

- Communicate clearly with kitchen, bar, and support staff to ensure accurate and timely service.
- Support teammates during busy service periods to maintain smooth restaurant operations.
- Complete opening, closing, cleaning, resetting, and side work duties as assigned.

## **Operational Standards**

- Maintain a clean, organized, and well-stocked service station.
- Follow restaurant service procedures, POS protocols, and cash handling policies.
- Adhere to all health, safety, and liquor service regulations.
- Represent Burrowing Owl Vineyards professionally in appearance, conduct, and guest interactions.

## **Experience & Qualifications**

- Previous serving experience in a **high-quality restaurant or hospitality environment** preferred.
- Strong communication and interpersonal skills with a commitment to exceptional guest service.
- Interest in wine service and food and wine pairing; prior wine knowledge or formal wine education is an asset.
- Ability to work efficiently in a **fast-paced restaurant environment**.
- Flexible availability including **evenings, weekends, and holidays**.
- **Serving It Right certification** required or ability to obtain.
- High school diploma or equivalent.

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## Physical Requirements

- Stand and walk for extended periods of time, often for the majority of a shift.
- Carry and balance trays of food, beverages, and glassware weighing up to **30–40 pounds**.
- Frequently bend, reach, crouch, and twist while serving guests, clearing tables, and resetting dining areas.
- Walk quickly and safely between tables, service stations, and kitchen areas in a **fast-paced environment**.
- Work in both **indoor and outdoor dining areas**, with exposure to varying temperatures and weather conditions.
- Perform repetitive hand and arm movements while carrying plates, pouring beverages, clearing dishes, and handling glassware.
- Push or pull bussing tubs, service stations, or carts used to transport dishes and supplies.
- Maintain balance, coordination, and spatial awareness while navigating busy dining areas.