

Position: Restaurant Server specializing in Guest Engagement

The Oak & Grain difference: Welcome to Oak & Grain, where we have a passion for providing our guests with memorable experiences. It all starts with our team. Our team cares for our guests, collaborates with each other, learns from one another, and is excited to offer new ideas. We don't just serve food in our restaurant, we craft experiences, and we have a lot of fun doing it. Our team values family and friendships and it shows in our work environment. If this sounds like a fit for you, talk to us and discover what makes our team so special and our restaurant the #1 rated establishment by our guests.

Job brief: We are looking for skilled, competent Restaurant Servers to join our team and help craft memorable dining experiences for our guests. Discover and embrace our unique style of customer service. Bring your talents & experiences to help grow and learn together with us. You will work in close collaboration with colleagues and build upon established standards of Oak & Grain. Our servers don't just take orders and deliver food. Our goal is to engage our guests and provide them a memorable experience. From our custom menus, to our dynamic wine list, to our history and relationships with guests, to the stories we share, you will help make meaningful connections and fond memories.

Server Responsibilities:

- Prepare restaurant tables with special attention to presentation, standards, ambiance
- Greet and attend to guests upon arrival (coats, flow, bar, gatherings, etc.) – set expectations
- Ensure their comfort and understanding of our format, facility, and timing of the evening
- Present daily custom menus and help customers select food/beverages
- Take/serve orders and answer questions or make recommendations for other products
- Collaborate with other restaurant servers, kitchen, and bar staff
- Anticipate dissatisfaction/complaints and proactively resolve with positive attitude and discretion
- Issue bills and accept payment – ensure guests depart with 5-star impression
- Promote guest loyalty through attentiveness, positivity, and flawless execution

Key Characteristics and Requirements:

- Passion to engage with people and make them happy
- Intuitive ability to read people and anticipate situations
- Positive, energetic, and contributing spirit
- Ability to thrive in collaborative team structure
- Guest-centric approach to everything
- Proven restaurant service experience in up-scale, top-rated establishment
- Problem solving and decision-making skills
- Attention to detail, cleanliness, accuracy, and safety
- Hands on experience in cashier duties and bill presentment
- Responsible, trustworthy, honest, transparent
- High school diploma; food safety training will be considered a plus

Compensation Structure: Hourly starting at \$18/hour based on experience (will assess)

To Apply: Submit application detailing your experience. Must be legal to work in the United States and be self-sufficient for transportation.