

**Tall John's, a neighborhood tavern opening in October 2022, is hiring Servers. This is a full-time, hourly position with comprehensive benefits (medical, life, paid time off, staff meal, discounts). Tall John's is located in the Montford neighborhood in Asheville, NC.**

The Server reports directly to the Assistant Manager (AM) and General Manager (GM).

## **JOB OVERVIEW**

The Server is kind, genuine, and composed. They are an effective and efficient communicator and a consistent, knowledgeable member of the service team. They uphold standards of service and advance the goals set forth by the management team.

## **PRIMARY RESPONSIBILITIES**

- Model and encourage best practices: earnestness, kindness, dedication, thoroughness, efficiency, humility, enthusiasm, curiosity, proficiency.
- Communicate clearly, earnestly, and appropriately.
- Create and maintain a welcoming and warm environment for every guest, always.
- Uphold the specific policies and standards as established by the management team.
- Understand and anticipate the needs of guests, kindly and confidently accommodating those needs.
- Maintain a working knowledge of the menu, the restaurant, preparation methods, etc. Exhibit curiosity and openness with regards to growing this knowledge.
- Understand that all guests fall under the collective purview of the service team, and that "your" individual guests are no more or less important than others.
- Adhere to policies regarding responsible alcohol service.
- Maintain efficient and correct handling of sales transactions.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- Must be able to move and/or handle equipment, product, etc. weighing up to 30 pounds.
- Must be able to stand for up to 8 hours a shift.

## **SCHEDULE**

32-40 hours per week. Generally 4-5 days per week.

## **EVALUATION**

- Quarterly check-in with Assistant Manager.
- Annual performance and salary review with AM and GM.
- Feedback from team members, AM, GM, Executive Chef.

## **COMPENSATION**

- \$2.50+ hourly rate + tips.
- Annual salary reviews with opportunities for discretionary bonuses

## **BENEFITS**

- Comprehensive Medical Benefits, including enrollment in Direct Primary Care (through Integrative Family Medicine here in Asheville), Medical Cost Sharing (through Sedera), Dental, and Vision. Mental health care is a work in progress. Available after 60 days of employment.
- Life insurance. Available after 60 days of employment.
- PTO. Available after 60 days of employment.
- Daily staff meal.
- Discounts on food and merchandise.