UNIVERSITY OF SOUTHERN CALIFORNIA

Server (Union Only)

Job Code: 143112

Grade: 01
OT Eligible: Yes
Comp Approval: 2/25/2004

JOB SUMMARY:
Provides a consistent and professional delivery of customer service to guests as directed by management, including full restaurant table service.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

______ Provides customer services to faculty, staff, students and guests.
______ Serves food and beverages to customers. Conducts service transactions.
______ Provides basic food and beverage preparation service.
______ Stocks and maintains all supplies, food items, and utensils.
______ Assists in set-up and break-down of dining room/event.
______ Delivers food items to various locations on University Campus and offsite catering events.
______ Maintains cleanliness of facilities.
______ Assists in kitchen sanitation program. Complies with standard food handling and sanitation procedures.
______ Adheres to department service standards and to all health, safety and University rules and regulations.
______ Attends and participates in meetings as required.
______ Reports to station, ready to work at the time work assignment is scheduled to begin.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY REPSONSE/RECOVERY:

Essential: □ No □ Yes

In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.
JOB QUALIFICATIONS:

Minimum Education:
Less Than High School

Minimum Experience:
1 Year

Minimum Field of Expertise:
Knowledge of proper banquet and catering service protocol. Knowledge of food handling and sanitation procedures. Demonstrated customer service experience. Experience working in a fast paced working environment. Ability to effectively communicate in English. Ability to lift up to 50 lbs.

Preferred Education:
High School or equivalent

Preferred Experience:
2 Years

Preferred Field of Expertise:
Two years in a restaurant/high volume banquet and catering operation.

Skills: Other:
Communication -- written and oral skills

Skills: Trade/Auxiliary:
Handle knives
Maintain stock
Prepare food and beverages
Serve customers
Serve food and beverages
Understand and apply policies and procedures

Supervises: Level:
May oversee student, temporary and/or casual workers.

Comments:
Must have flexible schedule; able to work any shift as assigned. Understands that regular attendance and punctuality is expected of all employees. Must obtain electric cart certification. Valid California State Driver’s License may be required. Must successfully complete ServeSafe certification.

SIGNATURES:

Employee: ___________________________ Date: ___________________________

Supervisor: ___________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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