

**OTTO ( [òt-to] /'o:tto/, meaning: eight)** is not just your average neighborhood pizza shop, it is a home to artists, innovators, visionaries and food connoisseurs turning the ordinary Italian pie into an extraordinary experience! Our mission is to revolutionize pizza and create memories worth sharing! In addition to being part of a creative, friendly team OTTO employees are truly valued and have access to free meals while on shift, flexible schedules and a full benefits package for all full – time individuals.

### **POSITION SUMMARY**

As a **Bartender/Server** you will be responsible for the selling and serving all alcoholic beverage items as well as occasional food menu items as well. This role serves to create the overall guest experience.

**ESSENTIAL DUTIES AND RESPONSABILITIES** *The essential functions include but are not limited to the following.*

- Greet all guests when they are seated in the bar area.
- Interact with guests in a fast/friendly manner for the entirety of their stay.
- Maintain current knowledge of the food preparation and ingredients for all menu food and beverage items.
- Answer all questions regarding the menu.
- Take orders from guests using a POS software system, order slips or by memorization. Upsell items when appropriate.
- Check identification of guests who order alcoholic beverages to ensure they are of legal age.
- Carefully note any dietary/allergy items when taking orders.
- Properly communicate the order to the kitchen staff for preparation (food items).
- Properly distribute prepared items from the kitchen to the guests.
- Check in on guests throughout their visit to ensure their needs are met.
- Operate Foodtec system to ring orders on a check.
- Accept multiple forms of payment and provide correct change to the customer when needed.
- Check dishes and kitchenware for cleanliness and presentation and report any issues to MOD.
- Maintain bar area – fill glassware, load ice machines, remove clutter, organize tools.
- Perform cleaning side work; ensures that the bar is a clean and neat area for guests.
- Answer incoming calls and address customer queries and take orders when necessary.
- Comply with established sanitation standards, safety, personal hygiene and health standards.
- Perform closing activities such as cleaning chairs and tables, stacking chairs, preparing stations for morning shift.
- Complete all service paperwork as required.
- Maintain a clean and neat appearance; comply with company dress policy.
- Perform other duties as assigned.

Requirements: **MINIMUM QUALIFICATIONS** (*Knowledge, Skills, and Abilities*)

- Ability to read and comprehend labels, directions, menus, safety documents, and other work-related documents.
- Ability to work independently with little supervision required.
- Ability to remain calm while working under pressure in a busy environment.
- Ability to work within timeframe of standard policies and procedures.
- Ability to multi-task and prioritize in a busy, fast-growth environment.
- Ability to work well in a team.
- Ability to take direction when needed.
- Ability to pay attention to detail.
- Strong verbal communication required.
- Availability of workdays, evenings and weekends as required a MUST.
- Experience strongly preferred.
- Excellent customer service REQUIRED.
- Ability to complete and pass the ServSafe course or TIPS as/if directed by GM.
- Must meet state age requirements when serving/selling alcohol (18 yrs. or older).