



The Buffalo Club Vision

The Buffalo Club is an exceptional city club where premier facilities, personalized service and world-class experiences exceed our members' expectations every time. Our rich history and traditions are preserved, and innovation is embraced.

The Buffalo Club employees will create a positive, respectful and creative workplace where ideas are nurtured, values upheld and opportunities for growth and development are actively supported.

The Buffalo Club will embrace the community through goodwill efforts and stewardship of the environment.

Supporting Values

Personal Performance and Integrity: Strive each day for improvement of my personal performance; developing my competence and contribution to the betterment of The Buffalo Club.

Respect for the Individual: Every person and position is important to The Buffalo Club; people are our greatest asset in creating the member experience.

Cooperation and Support: To achieve highest levels of service, we must embrace the power of supporting one another.

Positive Attitude: We will maintain optimism about today, our ability to perform as professionals, and our potential for future improvement.

SERVER

Department: Food & Beverage

Reports To: Food & Beverage Manager

Job Description: The server is responsible for serving food and beverages to members and guests with a high degree of member care and to provide an exceptional and memorable guest experience.

General Requirements:

- Complies with The Buffalo Club's Vision & Values
- Report to work at the scheduled time, neatly groomed and dressed in accordance with The Buffalo Club's appearance standards.
- Exceptional attention to detail.
- Anticipate guest and contact needs, ascertain satisfaction, and respond urgently and appropriately to concerns and requests.
- Exceptional communication abilities when interacting/ directing associates, guests, clients and internal departments to build relationships.
- Able to consistently perform tasks with little direct supervision.
- Works harmoniously and professionally with co-workers.

Job Requirements:

- Attends lineups and trainings as required by department.
- Maintains cleanliness and organization of dining rooms and back of house space.
- Ensures all items needed for service are readily available and stocked.
- Provide warm welcome to members and guests with a high degree of member recognition and knowledge of member preferences.
- Takes order with high attention to detail and enters in POS with thoroughness and accuracy
- Exceptional knowledge of food and beverage offerings.
- Able to offer recommendations on menu items based on member preferences.
- Ensure member and guest satisfaction by being proactive and delivering professional and attentive but unobtrusive service.
- Ability to take charge and resolve guest issues and escalating with management when necessary.
- Consistently follows local and state laws and the club's policies and procedures for the service of alcoholic beverages to members and guests.
- Additional duties as assigned by F&B Manager.

Physical Requirements:

- Must have full availability and able to work a flexible shift.
- Must be able to continuously stand and walk a minimum of an 8 hour shift.
- Must be able to bend, kneel, push and pull over the course of a shift.

- All employees must maintain a neat, clean and well-groomed appearance per the club's appearance standards.
- Will be occasionally required to perform job functions outdoors and be exposed to sun, heat, humidity and other elements.
- Must be 18 years of age.
- Must have a reliable form of transportation to and from work.
- Ability to read, write and communicate effectively in English, both written and oral.
- Must be able to semi regularly lift and carry up to 30 lbs.

Qualifications:

Education:

- High school or equivalent education required.

Experience:

- Guest service experience preferred.
- Private club experience preferred.

Instructions on How to Apply

Please email your cover letter, resume, and references in a PDF or Word format to:

Matthew Werth, CCM

Director of Operations

mwerth@thebuffaloclub.org

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.

I _____ hereby agree to the responsibilities and job functions detailed in the above job description. I am also aware my duties are not limited to the above and I may be required to perform other activities according to the needs of The Buffalo Club.

Signed: _____ Dated: _____