

W. Steak Waikiki, LLC. – Job Description

Wolfgang's Steakhouse

Position:	Server	FLSA:	Nonexempt
Reports To:	Restaurant Manager	Date Reviewed:	AUG 2025

Job Purpose: The Server is responsible for providing excellent customer service to all guests, taking orders, serving food and beverages, and ensuring guest satisfaction. The Server will work as part of a team under the supervision of the Restaurant Manager, and will be responsible for maintaining a positive and professional attitude at all times.

Job Requirements:

- ◆ At least 5 years of experience in a full-service/fine dining restaurant
- ◆ 2-3 years of experience in French cuisine and serving techniques
- ◆ 2-3 years of experience in a high-end steakhouse concept
- ◆ Extensive wine knowledge preferred
- ◆ Availability to work all shifts, including nights, weekends, and holidays as needed
- ◆ High school diploma or GED desired
- ◆ Proven expertise as a Server
- ◆ Ability to communicate and relay information to a diverse audience
- ◆ Ability to read, understand, and become an expert as a Server in a French/Steakhouse concept
- ◆ Able to work in a team-oriented atmosphere and to lead a team
- ◆ Must be a customer service/sales-oriented individual

Duties and Responsibilities:

- ◆ Greet guests and take their orders in a timely and efficient manner.
- ◆ Serve food and beverages to guests and ensure that their orders are accurate and complete.
- ◆ Maintain knowledge of menu items and make recommendations to guests as needed.
- ◆ Ensure that guests have everything they need throughout their dining experience.
- ◆ Monitor guests to ensure that they are satisfied with their meals and address any concerns or issues promptly.
- ◆ Process payments and handle cash and credit card transactions accurately.
- ◆ Follow all safety and sanitation procedures, including those related to handling and disposing of dishes and other food waste.
- ◆ Maintain a positive and professional attitude at all times.
- ◆ Perform other duties as assigned by the Restaurant Manager.

Personal Appearance:

The Server must be well-groomed and neatly dressed in compliance with company dress standards.

Physical Actions:

The Server will be required to engage in the following physical action for up to an eight-hour work shift:

40% Standing; 25% Walking; 25% Carrying; 5% Lifting; 5% Reaching

Environmental Exposure:

The Server works in the climate-controlled environment of the office and dining rooms, but will also be required to be in the kitchen, resulting in exposure to heat and humidity. Servers may be working on the patio and will be exposed to varying weather conditions.

The Server engages in extensive verbal interaction with their fellow employees and guests and is exposed to potentially frustrating situations. The Server must work well under close supervision and also be able to work in situations that require minimal to no supervision. The Server must also be open to receiving and giving constructive criticism.