

## Trio Server – Trio

Trio is Oskaloosa’s premier venue for sports, food, and films. Opening in fall 2024, Trio offers a welcoming atmosphere for guests of all ages to play tennis, pickleball, and simulated golf. We also have a three-screen movie theater where our guests can catch all of the latest cinematic attractions while enjoying up-scale seating and concessions. Trio offers a casual dining experience within the restaurant and bar as well as outdoor seating and an indoor lounge area.

We are excited for our guests to experience our top-of-the-line service throughout the venue. We will offer delicious lunch and dinner menus, local craft ales and lagers, and hand-crafted cocktails. Guests can book play time in our sports areas by the hour and we’ll offer leagues for the real enthusiast! Our theater concessions are the best around to go with the latest blockbusters.

The Trio Server role will be a welcome face that accurately takes orders from restaurant patrons and delivers food and beverages to the guests. The duties will also include explaining daily specials and menu items to customers, communicating with kitchen and bar staff, prep work for the shift, set-up and tear-down of the dining areas, cleaning, and excellent customer relationships.

### Server Key Skills

- Working within a team
- Problem-solving and relationship-building skills
- Excellent time management
- Passion for providing gold-standard hospitality to guests
- Integrity to make the right decisions for the organization, staff, and guests
- The highest standards for food and beverage hygiene, sanitation, and safety
- Excellence in leadership – always setting an example with your actions

### Server Responsibilities

- Ensure that common areas have been properly cleaned/tidied
- Ensure that condiments are always full for guests
- Ensure that each guest has everything that they need to have an enjoyable dining experience, including the bill promptly
- Make menu food and beverage suggestions; if prompted
- Restock items used during the shift
- Prep work as assigned by the Front of House Manager
- Take guest orders, and serve appetizers, drinks, and meals
- Check the customer’s identification and confirm it meets the legal drinking age
- Focus on the guests and nurture an excellent guest experience
- Enforce food handling regulations and other guidelines to increase guest safety

- Ensure guest satisfaction and a positive experience from the time of arrival until the time of guest departure
- Drive sales
- Maintain company culture and staff morale
- Promote each of the facets of the business (bar, dine-in restaurant, events, meetings, sports, leagues, films)
- Perform other job-related duties as assigned

#### Must Have

- Minimum age 18
- Positive attitude and excellent communication skills
- Passion for hospitality and excellent service
- Ability to carry a tray of food or beverages
- Point of Sale (any) experience
- Basic math skills
- Ability to multitask
- Bilingual English/Spanish: a plus
- Iowa Food Handler Certification
- Iowa I-PACT Certification

#### Physical Requirements

- Bending, carrying, climbing, lifting, pushing-pulling, reaching, sitting, standing, walking
- The ability to lift up to 25 pounds regularly
- The ability to sit, stand, or walk for long periods of time

#### Working Conditions

- May include extremes of temperature and humidity
- Hazards include stairs, heat from kitchen equipment, sharp objects, slippery floors

#### Compensation

- Server Minimum Wage
- Tips
- 401(k) beginning 1/1/25

#### Reports To

- Front of House Manager of TRIO

#### Terms of Employment

- At Will