

“Invest yourself in everything you do. There’s fun in being serious.” – Wynton Marsalis

At Nocturne, we believe that hospitality is a sacred and noble enterprise. We are looking for people who find joy in striving for excellence and take great pride in being hospitality professionals. If you have a casual approach to the hospitality business, we recommend saving your time and applying elsewhere, because we only invest in those who chose invest in themselves as professionals.

Here are the details for our Server position:

Job Duties:

Servers are guides in helping our guests uncover and discover the incredible night the lies before them at Nocturne. Much like a great jazz musician, our servers must combine technical skills with intuition and improvisation to create elevated and unforgettable guest experiences. Every night, servers should walk out the door knowing that through good hospitality they have enriched their community as well as the lives of their guests and co-workers.

Other duties might include all the details that go into creating these experiences. These include, but aren’t limited to:

- Memorizing and understanding menu items, recipes and daily specials in order to answer questions and make recommendation to customers.
- Understanding the work of each musical Artist in Residence, and being able to communicate why that artist is distinctive.
- Completing all opening and closing side work as instructed.
- Maintaining cleanliness standards in order to have a clean, presentable and attractive facility and to satisfy state and local health board requirements.
- Receiving proper payment from guest and ensuring accuracy of guest check and method of payment in order to safeguard both the customer and the company.
- Attending all pre-shift and departmental meetings in person in order to enhance communications and gain deep knowledge of products, service and facility.
- Responding to customer inquiries and comments in person and on phone by providing timely and knowledgeable information in order to provide quality customer service.
- Presenting a clean and professional appearance at all times.
- Maintaining a warm, courteous, and refined demeanor at all times.
- Performing other duties as assigned, requested or deemed necessary by management. (In other words, as a team player, you might be asked to pitch in for things we haven’t even imagined yet and so we couldn’t include them on this list).
- During the course of your shift, if a ball is dropping, your job is to catch it.

Qualifications

- Must have a great attitude and high regard for upholding detailed service standards.
- Must know standard cash-handling procedures.
- Must be fluent in oral and written English.
- Must have vision ability to clearly see detailed guest checks, computer print outs, written instructions and to observe entire restaurant in dimly lit conditions.
- Must have manual coordination to punch buttons, grasp items in hand, and to balance and carry trays containing plates, food, and beverages.
- Must have ability to perform multiple tasks at one time.

- Must have the ability to handle challenging customer service situations with professionalism and efficiency.
- Must be able to follow verbal and written instruction, and be able to communicate both verbally and in writing.
- Must be able to calmly perform job duties in crowded and noisy situations, particularly when handling multiple tasks.
- Must have an innate desire to perform at the highest level and consistently strive for excellence
- Must have hospitality industry experience
- Must have High School Diploma or GED equivalent

Not required, but nice to have:

- Previous experience in fine dining service teams.
- Knowledge of fine wine, craft beer, and spirits.
- Appreciation for live music and the performing arts.
- TIPS Certification (Certification will be required upon hire for all service personnel)
- Head Court of Master Sommeliers Level I Certification.

Materials/Equipment Used

Computerized order machine, touch screens, basic writing materials, restaurant equipment including but not limited to coffee machines, ice machines, beverage dispensers, and dishwashing machines.

Environment

Physically strenuous: prolonged standing, walking, lifting and carrying throughout entire shift in indoor environment. High noise levels, fast-paced, fun, and rewarding.