

*“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 Back Waiter position:

**Job Duties:**

As a back waiter, you set the stage for the guest experience. Day in-day out you will control the look and feel of the dining room and keep it running like a well-oiled machine. Your attention to every detail is foundational in setting the tone for our service style, and creating memorable evenings for our guests.

Back waiter duties are centered around the technical details that prepare for the delivery of the Nocturne guest experience - these include, but aren’t limited to:

- Presenting and describing food and drink to guests.
- Completing all restocking and cleaning duties by performing opening and closing side work as instructed.
- Maintaining all cleanliness standards in order to have a clean, presentable and attractive facility and to satisfy state and local health board requirements.
- Providing back bar support such as ice service, refreshing inventory, and moving of glassware to and from the dishwashing station.
- Prompt removal of dishes as guests complete courses.
- Understanding of dining room etiquette along with the proper timing and execution of Nocturne’s flow of service model.
- Attending all pre-meal and departmental meetings in person in order to enhance communications and gain knowledge of products, service and facility.
- Responding to customer inquiries and comments 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 do any job at any time, and you must be ready to do it to the best of your ability at any time.)
- During the course of a shift, if a ball is dropping anyplace in the restaurant, your job is to catch it.

**Qualifications**

- Must have a great attitude and a passion for making people happy through excellence in service.
- Must value attention to detail and have the ability to consistently meet clearly specified service standards and 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 an entire restaurant in dimly lit conditions.
- Must have manual coordination to punch buttons, grasp items in hand, and to balance and carry trays loaded with food and beverages that exceed 40 pounds.
- Must have ability to perform multiple tasks at one time.

- Must be able to follow verbal and written instruction, and be able to communicate both verbally and in writing.
- Must be able to perform job duties in crowded and noisy situations, particularly when handling multiple tasks.
- Must have High School Diploma or GED equivalent

**Not required, but nice to have:**

- Previous experience on fine dining service teams
- Knowledge of food descriptions, ingredients, and flavors
- Appreciation for live music

**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.