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**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

**Strategic Intent**

We are currently looking for an experienced cocktail server to join our dynamic team in Empress Bar & Lounge.

**Scope of Position**

Consistently delighting and satisfying our guests in conjunction with company standards.

**Organizational Structure**

The Empress Bar & Lounge Server reports directly to the Food & Beverage Manager.

**Duties and Supporting Responsibilities**

* Support company's philosophy and company culture through the use of Pillars of Legendary Quality Experiences on a daily basis to ensure Guest Satisfaction and the achievement of our Mission Statement.
* Support company's philosophy and company culture through the use of Guiding Principles and D.E.L.I.G.H.T as part of ensuring Guest Satisfaction and the achievement of our Mission Statement.
* Setting and maintaining the lobby lounge environment and material perfectly clean.
* To have excellent knowledge of all menu items, including but not limited to wine, spirits, and beverage lists, and also communicating this knowledge to the guest in an enthusiastic and professional manner.
* Clearing and wiping tables, carrying trays, running food and beverage items.
* Serving and assisting the guest courteously and efficiently.
* Substituting the bartender while he is away (to have the knowledge for preparation of basic beverage items).
* Delivering food and beverages to the guests.
* Reset station and section after shift.
* Following the posted opening and closing duties.

Additional duties include but are not limited to:

* Work with other colleagues to accomplish tasks and delight the guests.
* Attend daily communications meeting.
* Attend monthly department meeting.

**Success Profile for this Role (Hotel Competencies)**

***Customer Focus***

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information (or preferences) and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with both internal and external customers and gains their trust and respect.

***Functional and Technical skills***

Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

***Team Player***

Demonstrates cooperation and trust with colleague on his/her team as well as across departments. Works well as a team player to achieve results.

***Delivers their Best***

Continually striving to do his/her best; is hard working, efficient and consistently performs well and in alignment with the MOHG standards, policies and procedures.

***Trustworthy and Responsible***

Demonstrates trustworthiness; consistently acts with responsibly; works in a safe and prudent manner at all times; is accountable for their actions. His/her standards of performance reflect the MOHG Mission and Guiding Principles.

***Composure***

Is cool under pressure; does not become defensive or irritated when under pressure or when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

***A MOHG Fan (Committed & Loyal)***

Exhibits behaviors that represent the Mandarin Oriental brand well and is a true “Fan”. He/she is loyal to MOHG and consistently demonstrates and delivers our Pillars and Departmental LQE’s.

**Requirements**

**Mandatory**

* Minimum of 2+ years’ experience as server in an upscale hospitality environment. Prior experience in a similar role is highly preferred.
* Must be a superior multi-tasker with excellent organizational skills.
* Must be able to work a very flexible schedule to include AM's, PM's, holidays and weekends.
* Must have excellent communication skills with fluency in English required.
* Must have an excellent knowledge of cocktails, beers, wines, tea service, and food preperation techniques.
* Must be computer proficient with Microsoft Office, Word, Excel, MICROS, OpenTable, etc.
* Must be able to stand/walk for extended periods of time while on shift.

**Desirable**

Each of the items listed is considered an essential function of the position.  However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position.  The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities Act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company.  Employees or applicants should direct requests for accommodation to Director of Human Resources.