



TITLE: Server Assistants
DEPARTMENT: Floor
REPORTING TO: Floor Manager, Duty Manager
POSITION TYPE:
FLSA STATUS: Nonexempt
VENUE: Chicago HQ

Role Overview:

To make sure that the floor is able to run efficiently; our Server Assistants act as a reliable back up to the servers, keeping items stocked up, clearing and preparing tables and generally pre-empting the servers needs.

The Server Assistant also has the essential and enviable role of collecting balls and refilling customer buckets.

The ultimate goal of all employees is to deliver excellent customer service, creating a unique experience for the customer which makes them want to return; you should be positive, loyal and a proud ambassador of the Bounce brand.

Skills and Experience Required:

- Great organizational skills
- Energetic – be able to keep good energy levels throughout service
- Able to cope in a pressurized environment
- Good basic spoken English
- Positive outlook with good body language
- Professional, presentable appearance
- Current Food Handler’s certificate throughout employment
- Bring a positive attitude to work, co-operating closely with team members and other departments to ensure that AceBounce is the best it can be.

Key Duties and Responsibilities:

- Report for duty punctually for every shift, in complete, clean uniform and sign in with their line manager.

Work Environment/Physical Requirements:

- Available to work various shifts, weekends and holidays.

- Ability to walk and stand during entire shift.