



Chicago

GENERAL INFORMATION

Position Title: Server/Cocktailer

Pay Status: Non-Exempt

Job Status: Full-Time/Part Time

Reports To: F & B Director

Employer: Randolph Entertainment LLC DBA Teatro Zinzanni

Start Date: 07/01/2024

Compensation: \$20 per hour + tips and gratuity

SUMMARY:

Teatro Zinzanni presents a fully integrated evening of entertainment which includes cirque artists, European cabaret, contortionists, jugglers and illusionists with live music and a fabulous multi-course meal.

The venue is a 300-seat restaurant that is housed inside a Belgian wooden tent, with opulent furnishings and mirrors located on the 14th floor of the Cambria Hotel/Chicago Loop. The venue has been operating successfully since 2019.

The smooth operation of Teatro Zinzanni is based on teamwork and the shared responsibility of sales, production and service staff. Our success is determined by the integration of excellent guest service from ticketing to night of show and beyond, the quality of the show and seamless food and beverage operations.

POSITION SUMMARY:

The Server is the position most intimately connected with our guests throughout the performance and whose duties encompass all aspects of hospitality. It requires a sparkling, dynamic, outgoing personality, knowledge and a sense of humor.

Teatro Zinzanni is a fine dining restaurant and theatrical performance where comfort with, and enthusiasm for this work environment, is essential.

ESSENTIAL FUNCTIONS:

- Models integration of Teatro ZinZanni's Vision and Values in performance of daily duties and operations
- Capacity to add own personality to guest interactions while following professional fine dining standards for course-service, and time sensitive duties around the show/cues for a featured segment
- Must be able to respect strict shift attendance requirements, with impeccable punctuality
- Ability to handle all types of situations with professionalism, tact and charm
- Ability to handle high influx of guests within a short time period with speed and accuracy
- Participation in brief featured dancing and singing segments of the show and, when not in a featured segment, be an "invisible" server, with understanding of service and timing flow
- Must be an active and proactive team player and support all members of the team in all aspects of service
- Ability to anticipate, inform and/or assist in the resolution of guest issues
- Solid menu knowledge with menu item detail and allergy information
- Solid liquor knowledge and industry standard wine knowledge
- Ability to follow competent and cautious alcohol service guidelines with knowledge of ID checking procedures and signs of intoxication and response methods
- Ability to uphold high organizational and cleanliness standards
- Operating knowledge of restaurant/performance venue POS systems (TOAST) or the capacity to learn fast
- Capacity to manage all cash, credit card, and gift card transactions promptly, efficiently, and accurately/basic reconciliation skills
- Commitment to attend weekly staff training classes
- Willingness to help with any physical show needs when called upon
- Willingness to perform other duties and responsibilities as required

JOB QUALIFICATIONS

Essential minimum skills, education, and experience:

- 3+ years of service experience in a fast-paced environment
- engaging personality and a sense of humor
- worked in a high-volume restaurant and can work within a team environment
- understanding and experience with fine dining restaurant standards
- comfortable with, and excel in, a performance environment, with spatial awareness a must
- can take direction and be quick to think, adapt and respond
- detail oriented with high cleanliness standards
- well-groomed with professional appearance
- minimum high school graduate or equivalent
- excellent communication skills, with the ability to see, hear and verbally communicate with the public
- must have valid Class 12 or Class 13 Mixologist permit (MAST) & Current food handlers permit
- good physical condition/ Ability to lift 40 lbs.

- theatrical experience preferred but not mandatory

WORKING SCHEDULE/ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Fast-paced, complex theatrical environment incorporating a 300-seat fine dining restaurant.
- Serving food & drinks requires good organizational skills, memory, and the ability to respond to changing demands as needed.
- The atmosphere includes loud noise, bright lighting and strobe lights.

Primary schedule of Thursday through Sunday, as well as added shifts for Matinee or special events. (Schedule will vary according to the show calendar).

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly required to use hands to handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, and talk or hear.
- The employee is required to stand and walk during most of the shift while carrying heavy, full trays of food and dishes.
- The employee must frequently lift and carry up to 40 pounds.

Randolph Entertainment LLC (hereinafter "Teatro ZinZanni" or "Company.") IS AN EQUAL OPPORTUNITY EMPLOYER. We believe every employee has the right to work in an environment that is free from all forms of unlawful discrimination. Consistent with applicable laws, Teatro ZinZanni makes all decisions involving any aspect of the employment relationship without regard to race, color, sex, pregnancy, creed, religion, age, marital or nursing mother status, national origin, ancestry, citizenship, the presence of any disability (sensory, mental, or physical), medical or genetic information, military or veteran status, sexual orientation, gender identity, gender expression, or any other status or characteristic protected by applicable local, state, or federal law. Discrimination and/or harassment based on any of those factors are inconsistent with our philosophy of doing business and will not be tolerated. This policy of non-discrimination applies to all aspects of recruiting and employment, including compensation, benefits, advancement, transfers, and reductions in force. PLEASE CONTACT THE COMPANY YOU NEED ASSISTANCE COMPLETING THIS APPLICATION OR TO OTHERWISE PARTICIPATE IN THE APPLICATION PROCESS.

How to apply:

Please send a cover letter and resume in PDF format to:
chi-restaurant-jobs@zinzanni.com