

Shoreline Seafood + Market + Dining
10614 Patterson Ave.
Richmond VA 23238



Date: 6-Feb-24
Tel. (804) 544-3474
service@shorelinerva.com

Restaurant Counter Server/Team Member

About Us

Shoreline Market stands as a pinnacle of culinary excellence, specializing in top-quality seafood, dynamic cuisine and engaged customer service. Dining at Shoreline encompasses a casual lunch counter menu and a more formal dinner menu. At dinner service, the counter transforms into an elegant and sophisticated take on Omakase with a focus on the freshest seafoods the market has available each day. The open kitchen allows us to cook in front of and interact directly with the patrons as they dine. With a focus on using the finest ingredients, ensuring our guests enjoy a memorable shopping and dining experience. Shoreline serves not just as a workplace, but as a haven for creative and passionate food professionals.

About You

You have strong customer service skills with the ability to engage with customers warmly and professionally. You are a hard-working, compassionate, team player, able to work positively with a diverse group of co-workers. You are someone who cares about the overall success of the business and is 100% committed to this goal. You can efficiently produce and serve a consistent, top-quality product while working to minimize waste. You are willing to learn and retain knowledge.

Position Overview and Qualifications

This position is for a full-time restaurant counter team member who is passionate about serving, seafood and culinary arts. A knowledge of food, a competent grasp of customer engagement and polished service standards are very important attributes. This role is customer facing and integral to our market operations, ensuring our high levels are met and that we continue to deliver a consistently excellent product and service.

- 1-2+ years restaurant food and beverage serving experience
- Good customer service, communication and time management skills
- Capable of lifting 50 pounds
- Ability to work in a fast-paced environment with frequent deadlines and interruptions
- Full-time schedule availability including Saturdays
- Ability to stand for extended periods doing physical work

What We Offer

- Hourly wage, depending on experience, paid bi-weekly
- Full-time position, up to 40 hours per week, shifts and hours to be determined
- Consistent days off, closed Sundays, Mondays, and certain major holidays

Your Duties and Responsibilities (including but not limited to...)

- Greet, serve and assist customers with enthusiasm, providing expert advice on our products, menu items, preparation methods, possible allergens and available substitutions
- Engage market customers to “educate” them about our lunch and dinner restaurant options
- Maintain all service wares, glasses, plates, flatware, napkins, condiments, etc. for efficient, organized service
- Print menus as needed, maintain menu holders
- Schedule and organize dinner reservations, which may be by telephone, e-mail or in-person
- Keep the restaurant counter and guest seating areas clean, sanitized, appealing and organized
- Assist with restocking and maintaining chilled beverage selections
- Serve wine, sake, beer, etc. in a professional restaurant fashion. Be able to briefly and intelligently describe each beverage we are able to pour.
- Participate in tasting of our in-house preparations and other foods and beverages to increase overall product knowledge and customer service standards
- Communicate with owner, chef and other staff before, during and after shift.
- Work in an organized, sanitary fashion, cleaning as you go, bussing and washing dishes as needed.

Diversity Statement

At Shoreline Market, we are an equal opportunity employer. We value and embrace diversity, striving to create an inclusive working environment for all employees. All employment is determined based on qualifications, merit and business needs.