



Server Competencies

Server competencies are different areas of knowledge, skill, and behavior that when combined successfully create the ideal of a great Hideaway server. We believe that you can't be great if you are deficient in any of these areas. We expect all servers to aim for these ideals.

- **Compassion**
 - Focuses on the guest
 - Can put yourself in the guests shoes/understand where they are coming from
 - Truly cares about the guest
- **Likability**
 - Warm, friendly, puts people at ease
 - Smiles easily
 - Not arrogant or rude, is respectful
- **Professionalism**
 - Physically presentable
 - On time
 - Does not bring outside problems to work
 - Stays busy – no standing around
- **Team Player**
 - Participates, is present
 - Helps others, cooperates
- **Self-Awareness/Feedback**
 - Not defensive when given feedback
 - Uses feedback to improve performance
- **Adaptability/Flexibility**
 - Understands that how busy we are will dictate cut times
 - Goes with the flow when things don't go as planned
- **Communication**
 - Communicates well, doesn't mumble

- Makes eye contact when speaking
- Takes issues /problems to the right person
- Asks questions when you don't understand something
- Listens

- **Integrity**
 - Trustworthy, keeps promises
 - Earns trust of co-workers

- **Independence/Confidence**
 - Approaches guests without hesitation
 - Confidence in one's own abilities
- **Initiative**
 - Performs necessary tasks without being asked
 - Finds ways to constantly help improve the guest experience

- **Patience/Stress Management**
 - Interacts positively with all co-workers
 - Calm under pressure; doesn't show temper
 - Ask for help when stressed or in the weeds

- **Energy/Drive**
 - Exhibits energy, strong desire to achieve
 - Can do multiple tasks at once
 - Enjoys fast pace of a restaurant, has a 2nd gear

- **Enthusiasm**
 - Exhibits a positive, can-do attitude
 - Seems excited to be here at Hideaway Pizza

- **Excellence**
 - Has a strong work ethic
 - Wants to learn to do it the right way
 - Willing to follow directions & master tasks (not just get by, but excels)

- **Self-Control**
 - Can regulate emotions/behavior constructively
 - Has willpower to do the job the right way
 - Sees future benefit of today's good decisions
 - Works to build strong, good habits