

JOB DESCRIPTION

Last Updated: 4.9.2026

SERVER

STATUS: Non-Exempt, Full-Time or Part-Time
REPORTS TO: Store Leader



ARE YOU PASSIONATE ABOUT FOOD AND BUILDING LASTING CONNECTIONS?

Since 2007, Luella's Bar-B-Que has been serving great food and genuine hospitality in a fun, energetic, and welcoming environment. We believe a restaurant can be more than just a place to work. It can be a place where people grow, build meaningful connections, and take pride in the experiences they create for guests and team members alike.

At Luella's, we look for people who lead with character and hospitality. We like to say, it's more than a meal, it is how we make them feel. We look for these qualities in our team:

- **Attitude** – shows up with positivity and contributes to the energy of the team
- **Curiosity** – stays open, coachable, and eager to learn
- **Integrity** – does the right thing and takes ownership of actions
- **Empathy** – understands and cares about their impact on the experience of others

Luella's operates North Asheville and South Asheville locations, along with a growing catering department. As a locally owned restaurant group, we are proud of our food, our community roots, and the fun, eclectic environments where our team delivers memorable guest experiences every day.

If you believe hospitality is about taking care of people and value creating meaningful experiences for others, we would love to meet you.

JOB SUMMARY

Servers are responsible for delivering fast, friendly, and intentional hospitality to every guest. We look for individuals who have a strong work ethic, self awareness, empathy, and general warmth towards our guests. Our servers notice the small things, anticipate needs before being asked, and take initiative to create meaningful moments for guests and team members alike. Servers ensure each guest feels welcomed, informed, and genuinely cared for while upholding our Taste the Love standard.

We are hiring both full-time and part-time team members. Hours will fluctuate based on business needs and seasonality.

RESPONSIBILITIES

GUEST EXPERIENCE & HOSPITALITY

- Greet every guest warmly and with intention
- Able to make menu recommendations and suggest pairings
- Clearly communicate menu items, preparation methods, and specials
- Anticipate guest needs and remain engaged throughout the meal
- Offer desserts, beverages, and thoughtful upsells
- Ensure accuracy of orders and timely delivery of food and drinks
- Takes initiative without being asked
- Maintain a clean, welcoming dining environment

SERVICE EXECUTION

- Prepares and clears tables and maintain stocked condiments and service areas
- Completes opening and closing sidework
- Deliver food and beverages accurately and efficiently
- Prepare mixed drinks as permitted by age and law
- Process payments accurately and responsibly
- Perform side work and cleaning duties as assigned
- Assist with special events and support team members when needed
- Performs other duties as assigned

TEAM & CULTURE CONTRIBUTION

- Uphold grooming and appearance standards as are outlined in Team Handbook
- Communicate effectively with kitchen and team members
- Maintain a positive, professional attitude at all times
- Protect the hospitality culture through integrity and accountability
- At Luella's, we do not wait to be asked. We step in, look around, and act. Servers take pride in noticing what needs attention and address it proactively
- Support operational flow during busy periods

QUALIFICATIONS

The ideal candidate will possess at least 90% of the following:

- Previous serving experience preferred but not required
- Strong communication and interpersonal skills
- Natural hospitality toward guests, team members, and vendors
- Attention to detail and pride in execution
- Ability to stay calm and efficient in a fast-paced environment
- Basic familiarity with food preparation and restaurant flow
- Ability to quickly learn POS and technology systems
- Integrity, accountability, and a desire to be the best

AGE & ALCOHOL REQUIREMENTS

- Ages 16–17 may serve but may not prepare, sell, serve, or deliver alcoholic beverages
- Must be 18+ to serve beer, wine, or liquor
- Must be 21+ to bartend or prepare craft cocktails

PHYSICAL & SCHEDULE REQUIREMENTS

- While performing the duties of this job, the team member is required to stand, walk, talk, and hear
- The team member is required to be on their feet for a large portion of the day/shift
- The team member is required to stoop, kneel, or crouch; reach with hands and arms; use hands to finger, handle or feel tools or controls; must be able to lift and /or move heavy objects including tables and cases of food and beverage; must be able to lift approximately 20 pounds overhead
- Must be able to sustain constant mental and visual attention
- Adequate computer skills and more importantly, the ability to learn a new computer application quickly and follow the standards associated with it
- Must be able to work in a restaurant environment including kitchens, dining rooms and patios.
- Must be able to work a flexible schedule can vary from week to week; work required on AM and PM shifts, weekends and holidays

BENEFITS

- \$5.00 per hour, plus excellent team shared tips
- Part-Time team members are eligible to enroll in our Employee Assistance Program and Direct Primary Care after 60 days. Luella's contributes 30% of your individual premiums

- Full-Time team members are eligible to enroll in Dental, Vision, Short-Term Disability, Accident, Employee Assistance Program, Direct Primary Care and Medical Cost Sharing after 60 days.
- 401(k) eligibility after 60 days
- Teamshare bonus eligibility after 90 days
- Career advancement and cross-training opportunities
- Free shift meals and dining discounts on non-working days
- Free parking
- Employer funded continuing education programs
- Tuition Allowance, after two years

We are looking for team members who genuinely enjoy people, thrive in a busy environment, and take pride in creating memorable guest experiences.