

Mountain Park

LODGES

AMETHYST LOBSTICK MARMOT
POCAHONTAS CABINS CHATEAU JASPER

POSITION: Food & Beverage Server

Offering staff accommodation, benefits and incentive programs.

Hourly Rate: \$8.80

QUALIFICATIONS:

- Minimum grade 12 education with diploma.
- Minimum 18 years of age.
- Certification preferred.
- One (1) to three (3) years experience preferred.
- Neat and clean in appearance and work habits.
- Pleasing, outgoing personality.
- Knowledge of languages a definite asset.
- Ability to accept direction.
- Solid understanding of guest service principles.
- Good knowledge of wine, beer and liquor service.
- Ability to assist with training of new staff.
- Ability to work within a team concept.

RESPONSIBILITIES:

- Ensure a change float is available.
- Prepare section for meal service.
- Assist with greeting and seating guests.
- Provide a high standard of service to our guests.
- Maintain a friendly and outgoing attitude at all times.
- Take and serve drink orders.
- Take and serve hot and cold food orders.
- Ensure you serve hot food - hot and cold food - cold.
- Record all orders on posting machine.
- Ensure all adopted standards are being maintained.
- Always endeavour to up-sell.
- Present check to guests.
- Collect check payments from guests.
- Handle guest complaints in an effective manner.
- Ensure that room is always in a clean state.
- Perform the duties of the bus person when necessary.
- Prepare and make deposits.
- Assist other team members with their duties.
- Perform other related duties as directed by Supervisor.
- Assist with other related company duties outside of department.
Primarily in Housekeeping.

GENERAL:

- All guests want friendly and efficient service in a dining room environment. The Server is key to this requirement. His/her actions can dictate whether or not our restaurant facilities will be successful.