

Server Job Description

JOB TITLE: Server
STATUS: Non-Exempt
DEPARTMENT: Food and Beverage
LOCATION: Rocky View County, Alberta, Canada
REPORTS TO: Front of House Outlet Manager

SUMMARY

This position is responsible for serving guests at an outlet while providing outstanding guest service excellence.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Other duties may be assigned.

1. Welcomes guests to table.
2. Ensures the quality of the food and service.
3. Stocks and cleans as assigned.
4. Ensures beverages are prepared according to house policies and adheres to all Liquor and Health policies.
5. Settles guest's accounts.
6. Assists in reducing costs and waste.
7. Practices up-selling techniques to increase revenues.
8. Assists with the daily management of Food and Liquor Inventory Systems.
9. Provides backup support to beverage cart.
10. Follow steps of service designed by the food and beverage management team.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

Minimum of 6 months serving experience
Bartender experience would be considered an asset
Excellent communication skills; both written and verbal
Excellent customer service skills

EDUCATION and/or EXPERIENCE

Grade 10 education or suitable combination of education and experience

CERTIFICATES, LICENSES, REGISTRATIONS

Pro Serve
Reel Facts

LANGUAGE SKILLS

Ability to effectively communicate in one-on-one, small group, and large group settings.

MATHEMATICAL SKILLS

Basic Math skills are required.

REASONING ABILITY

Takes actions, makes recommendations, beyond the scope of essential duties, which may impact other departments.

OTHER SKILLS AND ABILITIES

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N/A

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and use hands to handle, or feel objects, tools or controls. The employee is occasionally required to reach with hands and arms, and to sit, climb or balance, and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential duties require lifting 50 or more pounds; and working a standard workweek with additional hours on a routine basis.

WORK ENVIRONMENT

Essential duties involve working with large numbers of people while primarily in an inside environment, which is frequently loud or containing high noise levels.

MATERIALS AND EQUIPMENT DIRECTLY USED

Various general office equipment is used, including: computers, photocopiers and staplers