



FRIDAY HARBOUR™
All Seasons Resort

Job Title: Server

Division: Resort Services

Department: Food and Beverage - Service

Responsible To: Service Manager

Role Summary

The Server will report to the Service Manager and will be responsible for serving and sometimes preparing alcohol and/or non-alcoholic beverages and food. A Server must interact with customers, collect money, take orders, and serve drinks and food. They will also be responsible for the execution of their respected opening and closing duties. Servers must have in-depth knowledge of the menu selections to accurately answer guest questions and communicate with the kitchen regarding food substitutions, length of wait, re-cook orders, dietary requirements and all allergies.

Responsibilities

- Take orders from customers and ensure these are given to the appropriate person to execute
- Maintain familiarity with the composition of all menu items
- Inspect the cleanliness and presentation of all china, glass and silver prior to use
- Serve food and beverages in accordance with standards and in a professional, courteous manner
- Clean designated areas, in accordance with procedures, morning/evening routines and hygiene requirements
- Change table linen as required and ensure dirty or damaged linen is counted and exchanged for clean, usable items
- Clean and refill cruet and condiment sets
- Ensure that flowers and table decorations are fresh and comply with standards
- Set tables to standards, ensuring that all items used are clean, undamaged and in a good state of repair
- Ensure sideboards on stations are adequately stocked with replacement cutlery, linen or other established needs, be they food or equipment
- Anticipate guest service needs including asking questions of guests to better understand and act on their needs
- Actively listen and respond positively to guests' questions, concerns and requests using property specific process to resolve issues, delight and build trust
- Clean tables and ensure they are cleaned as soon as it is apparent that customers have finished their food or drink with an acceptable balance between speed, yet allowing customers to finish their meal without feeling rushed
- Ensure that customers are correctly charged, present the bill and take payment from the customer, in accordance with the procedures of the establishment
- Aid individuals with disabilities including assisting visually, hearing or physically impaired guests with in the Friday Harbour guidelines



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- Assist team members to ensure proper coverage and prompt guest service
- Follow appropriate procedures for serving alcohol
- Complete closing duties
- Follow appropriate personal hygiene procedures to ensure food served to guests is safe for consumption including disinfecting hands prior to handling food
- Welcome and acknowledge each guest with a smile, eye contact and a friendly verbal greeting using the guests' names when possible
- Ensure uniform and personal appearance are clean, wrinkle free and professional
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- Smart serve certification
- At least one year of related work experience
- Knowledge of basic sanitation controls and purpose and use of cleaning supplies
- Knowledge of food handling safety and sanitation procedures
- Must possess excellent customer service skills
- Basic wine service knowledge
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion
- Works well as part of a team

Working Conditions

- Must be able to work flexible hours including days, evenings, nights, weekends and holidays



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- Required to move, lift, carry, pull and place objects weighing less than or equal to 25 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.