

Bistro Server Job Description

Responsible To: Director of Food and Beverage, Chef or Supervisor

Basic job purpose: To be of service to our guests and to deliver and sell food and beverage items as well as General care, cleaning and maintenance of dining room, providing polished and exemplary customer service.

Rate of Pay: \$9.00 / hour **Effective Date: March, 2011**

Primary job responsibilities:

- Taking food and beverage orders from guests
- Delivering food and wine
- Educating guests on the property
- Opening and Closing of the restaurant

Interpersonal Skills

- Maintains a professional appearance with a positive attitude and is adaptable and flexible.
- Is patient, helpful and is interested in the welfare of the guests and staff.
- Has great attention for detail and works well under pressure in a fast-paced environment.
- Follows staff conduct policies and time management guidelines.
- Is organized and able to prioritize workload.
- Able to multi-task for the benefit of quality services.
- Able to work efficiently and independently with minimal supervision.
- Takes pride in a job well done.

Leadership, Team Building and Performance Management

- Handles negative situation and conflict in a constructive mode utilizing interpersonal and communication skills and techniques taught and promoted within the company.
- Initiates and constructively develops positive team dynamics with management, peers and customers.
- Demonstrates leadership and organizational skills in assisting in the planning and implementing of changes where applicable.
- Initiates communication or dialogue with supervisor or manager when processes, tasks, instructions etc. are not clear.

Skills / Competencies / Knowledge / Education required:

- AGLC Smart Serve Certificate
- 3 years previous experience
- Basic wine knowledge from work experience or related courses
- Natural ability and desire to be of service.
- Successful completion of grade 12
- Industry related certificate courses a definite asset

Specific Responsibilities

- Adhere to all grooming and uniform requirements as well as all hotel policy.
- To assist customers in their dining experience.
- strict adherence to the Mukamuk service and wine procedures
- Take accurate reservations according to policy.
- Meet, greet and seat the guest.
- Provide accurate product knowledge.
- Know all specials and out of stock items.
- Always inform kitchen of food requirements/ allergies, very important!!

- Anticipate guest needs etc.
- Able to carry heavy loads.
- Able to work shift work punctually, and eagerly.
- Interact succinctly with chef and kitchen staff.
- Ensure impeccable cleanliness and maintenance of dining room and bar.
- Accurate and ethical cash handling, you are responsible for shortages.
- Pass along knowledge and training to other servers.
- interact courteously, and professionally with all customers and co-workers
- Remember you are always in the public eye! You are a Mukamuk ambassador always.
- Report any incidences or deficiencies to the Manager, Director of Food and Beverage or Chef.
- Responsible service of alcohol adhering to all A.G.L.C. regulations that pertain to our license.
- Read the pass on book daily.

Guest Relations

- Ensures that the department delivers an exceptional level of guest services and is customer-focused at all times.
- Greets guests, responds effectively to guest concerns and requests. Follows up to ensure guest satisfaction.
- Is knowledgeable on community services information, provides information services and promotes overall tourism of Banff National Park.
- Refers comments or complaints to manager or supervisor

Technical Abilities and Skills

Guest Information Services

- Knows the structure and function of all hotel departments, facilities, rooms, activities, services and hours of operation.
- Is knowledgeable on community services information, provides information services and promotes overall tourism of Banff National Park.

Safety and Security

- Knows all safety, emergency and accident prevention procedures.
- Adheres to safety and security guidelines, follows emergency procedures and responds promptly, and is familiar with the use of a fire extinguisher.
- Is conscientious of and preserves hotel personnel and guest security, property and privacy at all times.
- Manages and utilizes equipment in a safe manner.
- Documents and reports any observed or known safety hazards, conditions or unsafe practices to Executive Housekeeper immediately.

Physical

- Must be in good health and physical condition.
- Requires rigorous activity; grasping, writing, pushing, pulling, standing for long periods, walking, bending, stretching, repetitive motions, hearing, visual acuity, and may on occasion have to lift and carry up to 25 pounds.
- Must be able to work with strong chemicals and safely use chemicals for cleaning purposes.

Legislation

- Complies with federal and/or provincial/territorial legislation.

Comments

The Bistro Server Job Description is merely a guideline for personnel to follow. Additional duties and tasks may be required and Servers are required to perform to the best of their ability for the greater service and efficiency of the Juniper Hotel.