



Job Description

Job title:	Food & Beverage Server
Reports to:	Food & Beverage Manager

Job Purpose:

As a Server with Long Beach Lodge Resort, you will be an ambassador for the exceptional service and cuisine that are hallmarks of our West Coast dining experience. Your warm, personal attention and knowledge of our outstanding F&B offerings makes guests of the Great Room feel unique and valued. As a member of the F&B team at the Lodge, you are dedicated to the overall success of the team as a whole, and are open to working in a variety of capacities as needed.

Duties and Responsibilities:

- Serve tables
- Assist guests regarding menu items in an informative and helpful way
- Consistently offer professional, friendly and engaging service
- Check on guest satisfaction
- Handle complaints and concerns of guests
- Provide food and beverage product knowledge
- Use proper serving techniques
- Practice responsible alcohol service
- Cash out and reconcile cash with total sales
- Ensure current knowledge of all applicable food and beverage menus
- Contribute to the experience of our guests through featuring and romancing
- Be ready to assist team at all times
- Complete daily opening/closing/shift duties efficiently and effectively
- Proper execution of safety and sanitation process when handling food & beverage
- maintaining good communication and relationships with guests
- maintaining cleanliness and organization of all F&B areas including storage areas
- Generally promoting and representing Long Beach Lodge in a professional manner
- Other duties as assigned

Qualifications:

- A secondary school diploma is preferred
- Previous food and beverage experience in a fine dining establishment
- Excellent communication skills required
- Professional appearance and attitude
- Experience in customer service or other people-oriented fields
- Cash handling experience is an asset

- Time management skills
- Previous point of sale system experience an asset
- FOODSAFE certification
- Serving It Right certification

Working conditions:

Flexible, must be willing to work a variety of hours, including days, nights as well as weekends and holidays based on the business needs

Physical requirements

- Constant standing and walking throughout shift for up to 8 hours
- Able to lift and carry objects, up to 25 lbs
- Kneeling, pushing, pulling, lifting
- Occasional ascending or descending ladders, stairs and ramps

Approved by:	Andy Loiselle, Food & Beverage Manager
Date approved:	March 01, 2017
Reviewed:	March 01, 2017