

THE JEWEL OF  THE ROCKIES

MORAINÉ LAKE

L O D G E

Breakfast Server/Café Attendant

Department: Café/Dining Room

Reports to: Café Supervisor

General Description:

The **Breakfast Server/Café Attendant** is part of the **Moraine Lake Lodge** Café & Dining Room team responsible for the food and guest service within the dining room. The main duties include breakfast service, maintaining a clean working environment and proper food handling procedures. At the end of each shift, the Breakfast Server assists in the set-up of the dining room for dinner service and works in the Café as a Café Barista/Attendant

Essential Duties and Responsibilities:

Guest Service - Dining Room

- Greet guests and contribute to a positive experience by connecting with our guests, offering excellent product knowledge, beverage options & pairings, as well as providing local area knowledge,
- Prepare and deliver all beverages in a timely manner,
- Responsible for full table service (food runner and bussing/clearing tables),
- Ensure quality assurance checks are completed in a timely manner,
- Open communication (with a sense of urgency) with Dining Room Supervisor and/or Executive Chef to address all guest needs, complaints or suggestions as they arise,
- Efficiently operate dining room POS (Five Star) system and complete cash-out at end of shift,
- Maintaining service standards for breakfast buffet,
- All other duties as assigned by the Dining Room Supervisor.

Guest Service - Cafe

- Greet guests and contribute to a positive experience by connecting with our guests,
- Complete food and beverage orders in the Café,
- Ensure all transactions are completed in an accurate and timely manner,
- Handle, prepare and present menu items following Food Safe practices and established company guidelines,
- Operate all food and beverage equipment in a safe manner,
- Maintain sanitary conditions by following Food Safe & company guidelines,
- Present orders to guests in a professional manner, ensuring presentation reflects established guidelines,
- General cleanliness of the café,
- Replenish stock, maintain cleanliness of food venues, guest seating areas and food storage areas,
- Communicate with Team Leader and Food and Beverage Supervisor regarding stock levels, and
- Follow opening, mid or closing procedures, depending on shift,
- Operate cafe POS system and perform flawless cash-out upon closing.

Food Safety & Cleanliness

- Promote a safe work environment including food safety,
- Clean floors, walls, counters, windows in dining room/cafe and service areas,
- Polish glassware and cutlery,
- Recycle bottles,
- Keep restaurant, cafe and storage areas stocked with supplies/product and in an orderly fashion,
- Clean restaurant equipment,
- Follow all HAACP and Food Safe requirements.

Teamwork & Other Duties

- Maintain strong communication & relationships with all Moraine Lake Lodge departments,
- Assist the dining room, as required,
- Participate and offer information in daily guest services meetings and communication logs,
- Follow all procedures outlined in the emergency manual,
- Maintain strong communication & relationship with all departments,
- Be knowledgeable and promote Moraine Lake Lodge, Cathedral Mountain Lodge, Banff National Park & surrounding areas.

Safety Responsibilities

- Take reasonable care to protect your own, co-workers and guests' health and safety,
- Know and follow all Capilano's health and safety policies and procedures,
- Ask for further training before taking on any task that you are unsure of or have not been trained on,
- Cooperate with the JOHS Committee and any person carrying out Occupational Health and Safety duties,
- Use protective clothing, devices and equipment provided and find out what protective equipment is required for each task,
- Ensure your ability to work without risk to your health and safety or any other person's safety is not impaired by alcohol, drugs or other causes,
- Be alert to hazards and immediately report hazards, defective equipment or concerns to your supervisor.

Core Competencies:

Flexibility: Willingness to work a variety of shifts including early mornings, weekends, and holidays.

Guest Service: Must be 100% guest service oriented. Must anticipate guests' needs and continually search for ways to increase guest satisfaction.

Communication skills: Must communicate with guests, team members and management in a courteous and professional manner.

Work Efficiency: Must be able to work with a minimal amount of supervision, manage time efficiently and handle multiple tasks/demands.

Working with others: Works well with others in a team setting to complete tasks in a fast-paced environment.

Qualifications:

- Minimum one year of previous serving experience,
- "Serving it Right" certificate
- Must be 100% guest service oriented, have excellent people skills with a positive & upbeat personality.
- Barista experience, an asset

Working Conditions:

- Able to work a variety of shifts including evenings, weekends and holidays, to meet the needs of the business,
- While performing the duties of this position, Team Members are required to be on their feet for extended periods of time,
- Ability to work with outside with varying weather conditions (ex. Extreme Heat, Extreme Cold, Rain, Snow),
- Occasionally required to lift and carry up to 50lbs,
- Occasionally required to lift and climb a step ladder or step stool.