

THE JEWEL OF  THE ROCKIES

# MORAINÉ LAKE

L O D G E

## **Dining Room Server**

**Department:** Dining Room

**Reports to:** Dining Room Supervisor

## **General Description:**

The **Dining Room Server** is part of the **Moraine Lake Lodge** fine dining team responsible for guest and food service for the dining room. The main duties include; morning continental breakfast service, a la carte dinner and wine service, and bussing of tables, cleanliness and organization of dining room, proper food handling procedures, up selling, following opening and closing procedures and providing a seamless guest experience.

## **Essential Duties and Responsibilities:**

### **Guest Service & Operations**

- 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,
- Accurately take dining room reservations,
- Suggestive selling, up selling and menu promotions to suit your guests,
- Strong menu knowledge and beverage pairings offered to guests, make note of special requests and follow up on any menu questions/suggestions,
- Prepare and deliver all beverages in a timely manner, follow wine service steps as needed,
- Responsible for full table service (order taking, 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,
- Assist in maintaining service standards for breakfast buffet,
- All other duties as assigned by the Dining Room Supervisor

### **Team Work & Other Duties**

- Maintain strong communication & relationships with all Moraine Lake Lodge departments,
- Follow all procedures outlined in the emergency manual,
- Maintain a positive, team oriented working environment,
- Promote Moraine Lake Lodge during lodge arranged events, activities,
- Be knowledgeable and promote Moraine Lake Lodge, Cathedral Mountain Lodge, Banff National Park & surrounding areas.

### **Food Safety & Cleanliness**

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

- Clean restaurant equipment,
- Follow all HAACP and Food Safe requirements.

### **Other 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:**

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

**Creativity and Initiative:** Generates new ideas; recognizes the need for new or modified approaches; responsibly challenges the status quo; can think outside the box; brings perspectives and approaches together, combining them in creative ways.

**Work Efficiency:** Must be able to work with a minimal amount of supervision, manage time efficiently and handle multiple tasks. Must be organized and detail-oriented

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

### **Qualifications:**

- Must be 100% guest service oriented, have excellent people skills with a positive & upbeat personality,
- Minimum 2 years of fine dining serving experience, with Five Star POS knowledge
- Wine service experience required,
- "Serving it Right" Certificate
- Previous tourism/hospitality experience, an asset
- CPR and First Aid Certificate an asset
- Second language is 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.