
Server

Reports to: Restaurant & Lounge Manager, Supervisor, Captain

Scope

To create memorable experiences by providing exceptional service in our unique setting.

Duties & Responsibilities

- Provide courteous and efficient table service according to Rimrock Hotel Standards
- Have complete knowledge of the department food and beverage menus
- Maintain a clean and organized work area throughout each shift
- Communicate effectively with co-workers to ensure customer satisfaction and a harmonious work environment
- Take guest orders and enter all items into Micros POS system
- All other assigned duties
- Follow Health and Safety program and procedures

Physical Demands

- Lifting 20lbs maximum
- Frequent lifting and/or carrying up to 10lbs
- May require significant walking/standing
- May involve sitting with pushing and pulling of arm and or leg controls

Desired Skills & Attributes

Knowledge

- Grade 12 or equivalent
- Alberta Proserve Certification
- 1 year of serving experience
- Knowledgeable in a variety of liquor and wines

Skills

- Ability to work in a fast paced environment
 - Ability to multitask and prioritize
 - Competent in Micros POS
 - Cash handling skills
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4 Diamond Service

- Associate acknowledges guest within 1 minute of arrival
- Associate exhibits a professional vocabulary in all communication with guests
- Associate is always properly attired in uniform, with clearly visible name tag
- Anticipates guest's needs or offers a personalized recommendation
- Associate is efficient yet unhurried and sensitive to the manner of the guest
- Associate exhibits a sincere desire and compliance to all guest requests