



Job Title: Server Assistant

Division: Resort Services

Department: Food and Beverage - Culinary

Responsible To: Food & Beverage Service Manager

Role Summary

The Server Assistant will be responsible for providing consistently high-levels of customer service to all guests by providing prompt service, setting tables, cleaning tables, restocking plates and serving food and beverages to guests as runners. This role will perform these duties in a friendly and professional manner always, and ensure that patrons have an enjoyable dining experience. Other duties will include general cleaning duties, removing used dishes and other place settings, and complying with all policies and procedures.

Responsibilities

- Clean and sanitize all dishes, glasses, cutlery, pots and pans
- Clean agreed designated areas, in accordance with procedures, morning/evening routines and hygiene requirements
- Stock and maintain all cleaning materials
- Change table linen as required and ensure dirty or damaged linen is counted and exchanged for clean, usable items
- Clean and refill cruet and condiment sets
- Ensure that flowers and table decorations are fresh and comply with agreed standards
- Set tables to standards, ensuring that all items used are clean, undamaged and in a good state of repair
- Ensure sideboards on stations are adequately stocked with replacement cutlery, linen or other established needs, be they food or equipment
- Ensure that tables are cleaned as soon as it is apparent that customers have finished their food or drink
- Be aware of and practice good customer relations always, assisting the guest in any way which does not adversely affect other customers
- Assists in cleaning stoves, ovens, grills and refrigerators
- May assist in light food preparations
- Remove waste and recycling for proper disposal
- Welcome and acknowledge each guest with a smile, eye contact and a friendly verbal greeting using the guests' names when possible
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Competencies

- Business acumen and positive mindset



FRIDAY HARBOUR™
All Seasons Resort

- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- At least one year of related work experience
- Knowledge of basic sanitation controls and purpose and use of cleaning supplies
- Must possess excellent customer service skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Works well as part of a team

Working Conditions

- Must be able to work flexible hours including days, evenings, nights, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 25 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces

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