



JOB DESCRIPTION

Food and Beverage Server Duties and Responsibilities

Provide Customer Service

The Food and Beverage Server is the face of the restaurant and has considerable influence on its patrons' experience. They must maintain a professional and friendly demeanor and offer timely assistance to customers in order to ensure that their needs are met. If any issues arise with throughout the customer's dining experience, the Food and Beverage Server is responsible for resolving it.

Take Orders

Presenting menus, answering questions and offering suggestions, the Food and Beverage Server will guide patrons through the restaurant offerings and eventually take down their chosen orders. It is often the duty of the Food and Beverage Server to explain menu items, assist patrons with special dietary needs and recommend menu items that the restaurant would like to sell more of.

Serve Food and Beverages

Responsible for bringing orders from the kitchen to customers, Food and Beverage Servers must remember where to bring each order or maintain an organized record of order to which he or she can refer. They are also responsible for keeping beverages filled, following up with tables to see if their needs are still met and clearing plates as they're finished. Should an order be filled incorrectly, it is the Food and Beverage Server's duty to fix the order and bring out a new one.

Clean and Prepare Tables

In order to ensure that tables are prepared for each party, the Food and Beverage Server must clear tables of all plates, cups, and flatware after a party leaves, wipe down tables and properly re-set them with clean tableware. Depending on the establishment, the Food and Beverage Server may be solely responsible for this, or

he or she may have assistance from food runner staff members. The Food and Beverage Server must ensure that the restaurant maintains proper standards of cleanliness and sanitation.

Process Payments

Food and Beverage Servers ensure that patrons receive their bills in a timely manner and that all orders are properly listed and priced. They receive and process payments, operating the register, and return paid checks and receipt to customer. They are responsible for resolving any discrepancies in billing.

Food and Beverage Server Skills

Energetic and personable, Food and Beverage Servers have excellent customer service skills and work in a fast-paced environment. They are professional, attentive and detail-oriented, ensuring customers have a great dining experience. Using interpersonal skills, adaptability and conflict-resolution skills, they resolve any issues that arise to make sure customers leave happy.

Qualifications:

- **Previous experience in POS**
- **WHMIS 2015 training**
- **Serving it Right an asset**
- **Food Safe level 1 or higher an asset**

Baldy Mountain Resort reserves the right to assign other duties to you from time to time. These duties may include working in other departments which may include but not limited to the Rental Shop, Restaurant and on Special Events.