



**SILVERTIP**<sup>®</sup>  
CANMORE \* ALBERTA

# Concessions Server

**Reports to the:** Food and Beverage Manager

**Summary:**

The Concessions Server at Silvertip Resort will be responsible for providing high-levels of hospitality to all of our on-course guests by providing prompt service and taking accurate orders. As a server your knowledge of the menu items will enable you to up sell to our guests and exceed their on-course dining expectations. The Concessions Server will perform customer service duties in a friendly and professional manner at all times, and ensure that the guests have a memorable on-course dining experience. Other duties include emptying garbage and recycling bins, stocking and replenishing inventory, cleaning duties as required, and complying with all concession policies and procedures. As an employee at Silvertip Resort you will be responsible for maintaining a health and safe work environment for all fellow employees and our guests.

**Great Staff Benefits**

- Staff Accommodation available
- Discounted: Golf Privileges, Staff Meals, Restaurant Meals, Golf Shop purchases

**Every Employee at Silvertip Resort will possess the following Core Competencies:**

- A team-oriented individual who strives to create a memorable guest experience.
- An individual who maintains high standards and thrives off of accomplishing tasks and achieving goals.
- An active listener who has a positive and responsive personality with the ability to make decisions and exercise independent and sound judgment.
- An individual who has a lifelong love for nature and is inspired to respect and promote the environment that surrounds you.
- An individual that has the belief that all workplace injuries are preventable and will maintain a healthy and safe environment.

**Job Duties:**

- Greet any fellow employees and guests you encounter with a smile.
- Keep all equipment and work areas clean and safe and in proper working order at all times.
- Maintain familiarity with the composition of all concession menu items.
- Proactively sell items from the menu to ensure our guests' on-course appetites are met.
- Accurately record food and beverage orders from guests and ensure they are correctly rung into the POS system.
- Actively monitor your guests for any further requirements and practice responsible alcohol service.
- Serve food and beverages in a timely, courteous, and professional manner.
- Listen to customer feedback and ensure a manager is involved when necessary.
- Effectively ensure that guests are correctly charged, present the bill, and take payment from the guest.
- Clean concession areas as soon as it is apparent that guests have finished their food or drink.
- Clean designated back of house areas.
- Clean and refill condiment area.



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- Ensure concessions are adequately stocked and replenished as necessary.
- Complete daily cash out procedures.
- Follow opening and closing procedures.
- Take part in any fire or evacuation drills and ensure complete familiarization with all exits, including those normally used by guests, as well as fire escapes.
- Be continually aware of and maintain the highest standards of personal hygiene and dress.
- Attend meetings and training courses as required.
- Any other duties as assigned.

### **Requirements:**

- Must be 18 years of age
- Driver's License
- High school diploma or GED required
- ProServe Certificate or equivalent
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Able to effectively communicate both verbally and in writing
- Able to work well under pressure
- Strong attention to detail
- Professional appearance and manners
- Strong work ethic and positive team attitude
- Ability to work a compressed work schedule

### **Working Conditions:**

- Manual dexterity required to use desktop computer and peripherals
- Overtime as required
- Lifting or moving up to 20lbs may be required