



SILVERTIP[®]
CANMORE ★ ALBERTA

Server

Reports to the:

Food and Beverage Manager

Summary:

The Server at Silvertip Resort will be responsible for providing high-levels of hospitality to all of our guests by providing prompt service and taking accurate orders that are required to uphold one of Canada's top resorts. As a server your knowledge of the menu items and daily specials will enable you to up sell to our guests and exceed their dining expectations. The Server will perform customer service duties in a friendly and professional manner at all times, and ensure that the guests have a memorable dining experience. Other duties include proper setting of tables, removing used dishes and place settings, assisting with cleaning duties, and complying with all restaurant policies and procedures. As an employee at Silvertip Resort you will be responsible for maintaining a healthy 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 menu items, including items available at the bar.
- Greet dining guests with a smile and assign them to an available and clean table with menus and present the daily specials.
- Proactively sell items from the menu to ensure our guest's culinary 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 tables as soon as it is apparent that guests have finished their food or drink.
- Set tables ensuring rollups match the number of placements at each table.
- Clean designated back of house areas
- Clean and refill condiment sets for each table.
- Ensure storerooms are adequately stocked with rollups, replacement cutlery, or other established needs.
- 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
- High school diploma or GED required
- ProServe Certificate or equivalent
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Previous restaurant service experience required
- 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 flexible hours including some split shifts, early mornings and late evenings

Working Conditions:

- Fast paced environment
- Able to stand for extended periods of time
- Manual dexterity required to use desktop computer and peripherals
- Overtime as required
- Lifting or moving up to 50lbs may be required