



POSITION DESCRIPTION

Our Mission

Exceptional individuals delivering exceptional experiences

Our Vision

We will be the pre-eminent standard of modern luxury and hospitality.
We will be a destination that every discerning traveler aspires to stay at and
that every hospitality professional aspires to work for.

Service First Commitment

I commit to consistently making each Guest's experience exceptional and memorable.

Core Values

Social Responsibility to the Community
A Passion to Deliver Exceptional Guest Service
Commitment of Flawless Attention to Detail
Nurturing Continuous Self-improvement

Food & Beverage Focus

*"Creating individual memories and experiences by anticipating,
listening and personalizing each visit."*

Department: Food and Beverage

Date Revised: January 2009

Position Title: Busser

Property: Vintage Hotels

Reports To: Food and Beverage Manager

Position Summary: Ensures that the tables and serving areas within the restaurant are cleaned and maintained on an ongoing basis throughout the shift in accordance with the fine dining standards as required for a superior dining establishment.

Duties and Responsibilities:

Primary Responsibilities:

- Cleans and resets tables.
- Provides water to guests as required.
- Restocks silver, china, and linen.

- Sets room for next shift.
- Keeps in close contact with the server.
- Keeps everything clean and ready throughout dinner service..
- Assists in buffet setup, tear-down and maintenance as required.
- Assists in opening and closing duties.
- Meeting established up-selling and sales goals.
- Having a thorough knowledge of Vintage Hotels' products and services.
- Suggesting additional product and services meeting our guests' specific preferences.
- Assessing guests' individual needs to meet standards for additional products and services.
- Actively seeking ways to meet guests' product or service needs.

Secondary Responsibilities:

- Keeps kitchen, restaurant and all service areas clean.
- Stocks and removes linen from the restaurant.
- Keeps carpets and flooring clean and free from debris.
- All other duties as assigned.

Health and Safety Responsibilities:

- A worker shall,
 - (a) work in compliance with the provisions of the Occupational Health & Safety Act and the regulations.
 - (b) Use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;
 - (c) Report to his/her employer or supervisor the absences of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and
 - (d) Report to his/her employer or supervisor any contravention of the Occupational Health & Safety Act or the regulations or the existence of any hazard of which he/she knows.
- No worker shall,
 - (a) remove or make ineffective any protective device required by the regulations or by his/her employer without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately;
 - (b) use or operate any equipment, machine, device or thing or work in a manner that may endanger himself/herself or any other worker; or
 - (c) engage in any prank, contest, feat or strength, unnecessary running or rough and boisterous conduct.
- Comply with all Vintage Hotels health & safety policies.
- Do not operate any equipment/machinery without given proper instruction and authority to do so.
- Horseplay and running will not be tolerated at any time.
- All personal protective equipment will be properly worn.
- All personal protective equipment will be worn in the appropriate departments.
- Do not climb any of the racking systems.
- Do not ride on the automatic or manual conveyor systems.
- All long hair must be tied up in order to prevent entanglement in machinery.
- Do not put any foreign objects (body or innate) into the machines.
- Do not remove any machine guards.
- All safety signs must be adhered to.
- Smoking is not permitted on Company property.
- Always ensure that workplace accident/injuries are reported immediately to a Manager/Supervisor.
- Failure to comply will result in the application of the Human Resources Standard & Procedure "#C.15 Progressive Corrective Action".

Technical/Managerial/Administration Requirements:

- Must be legal age to serve alcohol.
- 2 Years experience as a busser/server in a Hotel Restaurant atmosphere.
- Good communication skills.
- Works well with others.
- Works well in a fast paced environment.

Professional Requirements:

- Previous experience in a Hotel Restaurant setting.
- Smart Serve training.
- WHMIS, CPR training an asset.
- Team Player.
- Knowledge of Niagara area an asset.
- Previous up-selling and/or sales experience is considered an asset.

Personal Attributes:

- Good grooming and hygiene.
- Reliable, flexible, motivated, responsible, and organized.
- Confidence in selling and up-selling products and services.
- Positive sales oriented personality.
- Desire to meet goals.
- Ethical and honest.

Physical Requirements:

- Lifting up to 50 lbs.
- Standing for long hours.