



HOTELS

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 2010

Position Title: Server

Property: Vintage Hotels

Reports To: Food and Beverage Manager

Position Summary: Ensures that all guests ordering food or beverages in the restaurant are served in a timely, courteous and gracious manner consistent with fine dining principles.

Duties and Responsibilities:

Primary Responsibilities:

- **Provide personalized and exceptional guest service at every given opportunity.**
- **Meeting established up-selling and sales goals.**
- Having exceptional food and wine knowledge.
- Good communication with guests and team members.
- Ensure exceptional service and table maintenance according to Standard Operating Procedures.
- Assisting in opening and closing duties.
- Create check, collect payment, and settle transactions following standard operating procedures.

- Responsible for cash floats and deposits.
- Wipe down table bases, dust window sills and wipe off chairs.
- 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:

- Keeping service and restaurant area clean of debris.
- Restocking of service areas.
- Ensure dining room is ready and set for next shift.
- 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:

- Minimum of five years experience in a fine dining establishment.
- Legal serving age for alcohol.
- Excellent organization and communication skills.

Professional Requirements:

- Smart Serve certification required.
- Exceptional leadership skills.
- Knowledge of Niagara Region.
- First Aid and/or CPR training is considered an asset.
- Previous up-selling and/or sales experience is considered an asset.

Personal Attributes:

- Exceptional standard of personal hygiene.
- Works well with other team members.
- Works well in a fast paced environment.
- Reliable, self-motivated.
- Excellent organization skills.
- Confidence in selling and up-selling products and services.
- Positive sales oriented personality.
- Desire to meet goals.
- Ethical and honest.

Physical Requirements:

- Lifting and moving of up to 15lbs.
- Standing for 6-8 hours per day.