



## 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 & Beverage

**Date Revised:** April 2007

**Position Title:** Lounge Server

**Property:** Vintage Hotels

**Reports To:** Food and Beverage Manager

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

### **Duties and Responsibilities:**

#### **Primary Responsibilities:**

- Stocks Lounge with supplies required to serve light meals and/or drinks as required throughout the shift.
- Ensures the Lounge area is clean and set up with appropriate menus, snacks, etc. as required.
- Takes Guest's orders passes information to the Bartender and/or Kitchen.
- Delivers meals and drinks.

- Prepares bill and delivers to Guest(s) for payment.
- Processes payment.
- Balances cash and receipts.
- Any other duties as required.

**Secondary Responsibilities:**

- Keeping service and lounge area clean of debris
- Restocking of service areas
- Ensure lounge is ready and set for next shift.

**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/Administrative Requirements:**

- Legal serving age for alcohol
- Excellent organization and communication skills

**Professional Requirements:**

- Must be age 19 in order to serve alcoholic beverages.
- Grade 10 education and computer literate.

- Previous experience in a Lounge/Bar of a superior restaurant/hotel an asset.
- Basic mathematical skills.
- Basic knowledge of food and beverage.
- Able to work flexible hours including evenings and weekends.

**Personal Attributes:**

- Well-organized, self-motivated individual capable of several tasks simultaneously.
- Good personal hygiene habits.
- Trustworthy and dependable.
- Able to pay particular attention to small details.

**Physical Requirements:**

- Good physical condition
- Lifting and moving (15lbs)
- Able to stand for long periods