



Food and Beverage Server

Title

Food and Beverage Server

Reports To

Brew Pub General Manager

Summary

The Food and Beverage Server will be responsible for providing high levels of customer service to all restaurant patrons by providing prompt service, taking accurate orders, and maintaining a strong working knowledge of all menu items and daily specials. The Food and Beverage Server will always perform customer service duties in a friendly and professional manner and ensure that the customers have an enjoyable dining experience. Other responsibilities include but are not limited to the proper setting of tables, removing used dishes and place settings, assisting with cleaning duties, and comply with all restaurant policies and procedures.

Core Competencies

- Team Player
- Genuine
- Fun
- Accountability
- Communication
- Decision Making
- Organizational and Environmental Awareness
- Planning and Organizing
- Problem Solving
- Service Orientated

Job Duties

- Take food and beverage orders from customers and ensure these are given to the appropriate person to execute (i.e. kitchen staff, bartender, etc.).
- Maintain familiarity with the composition of all menu items, including items available at the bar.
- Communicate regularly with the floor manager to handle any quality inconsistencies
- Maintain familiarity with all Whitewater Brewing Company beer products
- Serve food and beverages per company standards, but above all in a professional, courteous manner.



- Clean designated areas, per company procedures, including opening and closing routines and following hygiene requirements.
- Change table linen as required and ensure dirty or damaged linen is not being used.
- Clean and refill condiment sets for each table.
- Ensure table decorations are clean and comply with company standards.
- Set tables to company policy, ensuring that all items used are clean, undamaged and in a good state of repair.
- Ensure storerooms are adequately stocked with replacement cutlery, linen or other established needs, be they food or equipment.
- Clean tables and ensure they are cleaned as soon as it is apparent that customers have finished their food or drink with an acceptable balance between speed, yet allowing customers to finish their meal without feeling rushed.
- Ensure that customers are correctly charged, present the bill and take payment from the customer, following the procedures of the establishment.
- At all times to be aware of and practise excellent customer service, assisting the guest in any way which does not adversely affect other customers.
- Attend to customer complaints satisfactorily.
- Take part in any fire or evacuation drills and ensure complete familiarisation with all exits, including those generally used by customers, as well as fire escapes.
- Be continually aware of and maintain the highest standards of personal hygiene and dress.
- Arrive at work ten minutes before assigned shifts prepared, in uniform and ready to work
- Attend meetings and training courses as required.
- Any other duties as assigned.

Requirements

- High school diploma or GED required.
- Strong customer service experience.
- One year of restaurant service experience.
- 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.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- Professional appearance and manners.
- Strong work ethic and positive team attitude.
- Available to work mornings/evenings/weekends

Working Conditions



- Overtime as required.
- Lifting or moving up to 40lbs may be required.

Whitewater Brewing Company offers competitive an incredible work environment, and career advancement opportunities.

Whitewater Brewing Company is committed to developing an inclusive, barrier-free selection process and work environment. If contacted concerning the selection process for this posting, please advise Human Resources of accommodation needs to enable you to be assessed in a fair and equitable manner.

Qualified applicants should contact Whitewater Brewing Company at jobs@whitewaterbeer.ca

Please send your resume by September 21, 2018, before 3:30 pm.