



Dinning Room Server Traders Grill

Job Summary:

Ensure that all guests are greeted in a timely, friendly, and professional manner. Ensure all service standards are complied with as described in the server training manual.

Duties and Responsibilities:

- Greet all guests within one minute.
- Suggestive selling, and up selling techniques are used.
- Ensure that all orders taken are written down and read back to the guest.
- Prepare and deliver all beverages in a timely manor. Following the wine service steps when needed.
- Responsible for running food to tables.
- Ensure quality check backs are done in a timely matter.
- If there is a customer complaint the supervisor needs to be notified immediately.
- When seating guests explain daily features and present wine list.
- Assist in re filling extra stocking items like rollups, pockets, polish cutlery, or setting up the brunch or buffet.
- Proper cash handling and room post procedures are followed.
- All vouchers and coupons handed in with cash outs.
- Clearing tables and reset them during shift.
- Properly ring in all orders.
- Assist in refilling and maintaining cleanliness standards for breakfast buffet of brunch.
- Thank the guest as they are leaving and ask them how there meal was.
- If notified of a customer complaint that it is to be reported to the supervisor on duty immediately.
- All other duties as assigned by the Food and Beverage Manager.

For more information, please contact our General Manager at gm@explorerhotel.ca