



On course Food & Beverage Servers

Position – Halfway House and Food and Beverage Cart Servers

Hours:

- Full Time - 30 to 44 hours per week
- Part Time - 15 to 29 hours per week

Job Overview

The purpose of this position is to serve and interact with our member & guests, ensuring they have an exceptional experience while at the Club. At all times, servers are expected to be attentive to our guest needs and make them feel welcome, comfortable, important and relaxed. As a Server you will be expected to work with members and guests and exceed their expectations.

General Responsibilities

- Prepare the Halfway House each day in order to serve customers
- Prepare alcoholic and non-alcoholic beverages for customers
- Prepare BBQ items such as Hot Dog's, Sausages, and Hamburgers for customers
- Product knowledge of liquor and beer available is required
- Making sales and processing payments quickly and accurately is important
- Maintain an accurate and balanced POS system
- Performing required cleaning tasks as needed or directed by your Supervisor
- Be available to fill in for absent staff as needed
- Assist with special events as needed (weddings, golf tournaments, private functions)
- Greet all members, guests, owners, and employees with a sincere greeting
- Adhere to grooming and appearance standards consistently
- Understand and effectively communicate products and services available
- Follow instructions and meet the expectations of the Executive Chef
- Ensure an exceptional member/guest experience and handle customer inquiries and concerns in a professional and courteous manner
- Maintain a safe, secure, healthy and clean work environment
- Follow the Ontario Health & Safety Act and Liquor Laws
- Ensure opening and closing procedures are followed and that nightly cash outs and reports are complete and accurate
- Monitor food & beverage quality and execution to meet The Ridge at Manitou's standards, ensuring high quality service and products are delivered
- Prioritize and execute tasks efficiently and productively



- Maintain current product inventory levels
- Maintain proper controls including customer dress code, creating outstanding customer service and adhering to The Ridge at Manitou's policies and procedures in regards to members, guests, and employees
- Handle complaints, arbitrate disputes and resolve grievances and take initiative in resolving challenges

Experience & Skills Required

- Previous serving experience is considered an asset
- Excellent oral communication skills
- Positive interpersonal skills
- Able to work in a team environment
- Able to work alone
- Customer service focused
- Strong attention for detail

License/Qualifications

- Smart Serve (must have before starting work)
- WHMIS training (will be provided during orientation)

Physical Requirements

- Ability to speak clearly and effectively
- Frequent walking and standing
- Frequently lift or carry up to 25 lbs
- Occasionally lift or carry up to 50 lbs

Working Conditions

- Mostly outdoor work depending on the weather or shift
- Halfway House is sheltered but not heated. Warm clothing is required on cold days.
- Varied weather conditions can be expected at the Golf Course (sun, wind, rain)
- Varying schedule to include morning, afternoons, evenings and holidays
- The Club operates 7 days a week from approximately 8 am until 11 pm as of May 1 and closes the Tuesday after the Thanksgiving weekend. The Halfway House is open between 9:30 and 11 am and closes between 5 and 7 pm daily. The F&B Cart is on the course on busy days from 11 am until about 5 pm.

Compensation

- \$10 - \$11/hour, plus cash gratuities (based on experience)