



Position: Hospitality Server and/or Supervisor

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 dining 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

- Prepares tables with proper glass wear, utensils and napkins as well as performing all other preparation tasks required
- Staying updated on current menu options, features and menu deviations, knowing if the kitchen staff is running out of any items
- Handle table bookings, direct customers to their tables, presenting menus, suggesting dishes, assisting in drink selection, informing customers about food preparation details, communicating specific customer needs to the Kitchen staff
- Maintaining proper dining experience, delivering items, fulfilling customer needs, offering desserts and drinks, removing courses, replenishing utensils, refilling glasses
- Prepare alcoholic and non-alcoholic beverages for customers
- Product knowledge of all wine, liquor, and beer available is required
- Properly open and pour wine tableside
- Processing payments at the end of each meal
- Maintain an accurate and balanced POS system
- Performing required cleaning tasks as needed or directed by your supervisor/manager
- 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 at the Club
- 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
- Provide service in all areas of the Clubhouse (Dining Room, patio and porch) and outside services when requested (Halfway and Cart)
- 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
- Excellent oral communication skills
- Positive interpersonal skills
- Able to work in a team environment
- 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 with some standing at times
- Frequently lift or carry up to 25 lbs
- Occasionally lift or carry up to 50 lbs

Working Conditions

- May be required to work indoor or outdoor depending on the weather or shift
- Varied weather conditions can be expected at the Golf Course
- Varying schedule to include morning, afternoons, evenings, holidays and extended hours for events like weddings and golf tournaments as the business dictates.
- 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.

Compensation

- \$10 - \$12/hour, plus cash gratuities (based on experience)