

Server Assistant – Food & Beverage

Role Summary

Reporting to the Food and Beverage Supervisor and the Food and Beverage leadership team, this position is responsible to assist servers in the dining room.

Accountabilities

- Inspect the cleanliness and presentation of all china, glass and silver prior to use
- Set tables according to the Marriott Standards.
- Welcome and acknowledge each and every guest with a smile, eye contact and a friendly verbal greeting using the guests' names when possible
- Anticipate guests' service needs including asking questions of guests to better understand and act on their needs
- Actively listen and respond positively to guests questions, concerns and requests using brand or property specific process to resolve issues, delight and build trust
- Provide assistance to individuals with disabilities including assisting visually, hearing or physically impaired guests with in the Marriott guidelines
- Assist team members to ensure proper coverage and prompt guest service
- Use proper equipment, wear correct personal protective clothing and employ correct lifting procedures to avoid injury
- Maintain cleanliness of work areas throughout the day, practicing clean-as-you-go procedures
- Complete closing duties including storing all reusable goods, breaking down goods, cleaning all equipment and areas, returning equipment to proper locations, locking refrigerators, re-stocking items, turning off lights, locking doors and completing daily cleaning checklist
- Report work related accidents or other injuries immediately upon occurrence to the Supervisor
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Requirements

- At least one year of guest service experience
- Knowledge of basic sanitation controls and purpose and use of cleaning supplies
- Knowledge of Marriott sanitation standards, food handling safety and sanitation procedures

Working Conditions

- Must be able to work flexible hours including days, evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 10 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Move up and down stairs and/or service ramps
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces

JW Marriott The Rosseau Muskoka is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environment in accordance with the



Accessibility for Ontarians with Disabilities Act (AODA). The Human Resources department will work with applicants requesting accommodations at any stage of the hiring process.

JW Marriott The Rosseau Muskoka is committed to building a more diverse workplace and encourages all qualified applicants to apply.