

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 Resort & Spa is an equal opportunity employer committed to hiring a diverse workforce. Upon request by the applicant, accommodation options will be available in the local area.