

## **Server – Food & Beverage**

### **Role Summary**

Reporting to the Food and Beverage Supervisor and the Food and Beverage leadership team, this position is responsible to serve food courses and alcoholic beverages to guests. Servers have in-depth knowledge of the menu selections in order to accurately answer guest questions and communicate with the kitchen regarding food substitutions, length of wait, re-cook orders, dietary requirements and all allergies.

### **Accountabilities**

- Ensure uniform and personal appearance are clean, wrinkle free and professional
- Follow appropriate personal hygiene procedures to ensure food served to guests is safe for consumption including disinfecting hands prior to handling food
- Inspect the cleanliness and presentation of all china, glass and silver prior to use
- 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
- Accurately serve food and beverages to guests as per their order and set tables as per our standards
- 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
- Follow appropriate procedures for serving alcohol
- 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
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

### **Requirements**

- At least one year of related work experience
- Knowledge of basic sanitation controls and purpose and use of cleaning supplies
- Knowledge of 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 30 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.