



SERVER OUTLET

RESPONSIBILITIES:

- Providing friendly, efficient Food & Beverage service in accordance with the standards set out by Fairmont Hotels & Resorts and The Fairmont Jasper Park Lodge
- Professionally greeting and welcoming guests upon their arrival to the outlet
- Projecting a pleasant and positive professional image to all guests at all times
- Selling and up-selling menu and beverage items in a positive, professional manner
- Delivering and presenting food items to guest tables
- Processing guest checks in a timely and efficient manner
- Bussing and re-setting tables
- Reporting any irregularities or comments from guests
- Ensuring that a clean, tidy and safe environment is maintained at all times
- Performing opening, cleaning and closing duties
- Consistently exceeding guest expectations
- Adhering to the hotel's vehicle handling and safety policies while driving hotel and guest vehicles

ENVIRONMENTAL RESPONSIBILITIES:

- Ensuring all recyclable materials are properly sorted and taken to the appropriate designated recycling areas
- Composting applicable waste items properly
- Reusing napkins for holding hot items
- Using notepads made of recycled materials

QUALIFICATIONS:

- Food & Beverage serving experience
- Must have Pro Serve certificate
- Micros POS experience an asset
- Knowledgeable in guest recovery
- Must be able to work well under pressure in a fast-paced environment
- Must be responsible and reliable
- Must have strong English communication and organizational skills
- Must be a team player with a positive attitude
- Must be in good physical condition
- Must meet the minimum expectations of the Front of House perceiver interview