



Food and Beverage Server

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| Title: | Food and Beverage Server |
| Reports To: | The Owl Manager |
| Supervised By: | FOH Supervisors |
| Hours: | Part time, variable |
| Wage: | \$11.13/hour (as per Collective Agreement currently under review) |

Summary

The Food and Beverage Server (Server) will be responsible for providing high-levels of customer service to all restaurant patrons by providing prompt service, taking accurate orders, and maintaining a strong working knowledge of all menu items and daily specials. The Food and Beverage Server will perform customer service duties in a friendly and professional manner at all times, and ensure that the customers have an enjoyable dining experience. Other responsibilities include but are not limited to the proper setting of tables, removing used dishes and place settings, assisting with cleaning duties, and comply with all restaurant policies and procedures.

Core Competencies

- Customer Focus
- Accountability and Dependability
- Communication
- Quality Orientation
- Decision Making
- Energy & Stress
- Planning and Organizing
- Problem Solving
- Service Orientation
- Teamwork

Job Duties

- Take food and beverage orders from customers and ensure these are given to the appropriate person to execute (i.e. kitchen staff, bartender, etc.).
- Maintain familiarity with the composition of all menu items, including items available at the bar.
- Serve food and beverages in accordance with company standards, but above all in a professional, courteous manner.
- Clean designated areas, in accordance with company procedures, including opening and closing routines and following hygiene requirements.



- Clean and refill condiment sets for each table.
- Ensure table decorations are clean and comply with company standards.
- Set tables to company policy, ensuring that all items used are clean, undamaged and in a good state of repair.
- Ensure storerooms are adequately stocked with replacement cutlery, linen or other established needs, be they food or equipment.
- Clean tables and ensure they are cleaned as soon as it is apparent that customers have finished their food or drink with an acceptable balance between speed, yet allowing customers to finish their meal without feeling rushed.
- Ensure that customers are correctly charged, present the bill and take payment from the customer, in accordance with the procedures of the establishment.
- At all times to be aware of and practise good customer service, assisting the guest in any way which does not adversely affect other customers.
- Attend to customer complaints satisfactorily.
- Take part in any fire or evacuation drills and ensure complete familiarization with all exits, including those normally used by customers, as well as fire escapes.
- Be continually aware of and maintain the highest standards of personal hygiene and dress.
- Stay productive at all times and prepare for future needs as time allows.
- Attend meetings and training courses as required.
- Any other duties as assigned.

Requirements

- High school diploma required.
- Current member of URSU preferred.
- Strong customer service experience.
- One year of restaurant service experience.
- Current Serve It Right Saskatchewan (SIRS) Certification or ability to obtain certification within 30 days of hire (Course fee reimbursed by URSU)
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Able to effectively communicate both verbally and in writing.
- Able to work well under pressure.
- Strong attention to detail.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- Professional appearance and manners.
- Strong work ethic and positive team attitude.

Working Conditions

- Ability to work days, evenings and weekends.
- Manual dexterity required to use POS system and peripherals.
- Overtime as required.
- Lifting or moving up to 20lbs may be required.



Job Posting – Food and Beverage Server

University of Regina Student's Union (URSU) requires an energetic, motivated Food and Beverage Server responsible for providing consistently high-levels of customer service to all Owl customers. The Food and Beverage Server will provide prompt service, take accurate orders, and maintain a strong working knowledge of all menu items and daily specials. The Food and Beverage Server will perform these customer service duties in a friendly and professional manner at all times, and ensure that the customers have an enjoyable dining experience. Other responsibilities include but are not limited to the proper setting of tables, removing used dishes and place settings, assisting with cleaning duties, and comply with all restaurant policies and procedures.

Qualified applicants should contact University of Regina Student's Union (URSU) at: