



## Inn at Laurel Point

If you're interested in joining an award winning hotel & restaurant in Victoria and wish to be part of a fun work atmosphere that promotes creativity, career development and boasts a team of energetic and passionate professionals, we want to hear from you!

**Job Title:** Server

**Job Status:** Permanent. Hours of work per week will vary based on hotel occupancy

### **Summary of Position:**

To represent Inn at Laurel Point in all guest interactions as an "Elegant, Pacific Rim Inspired waterfront inn where memories are created." The Restaurant Server is a true professional with a passion for food, wine, spirits and the entire food and beverage experience, which they dedicate to sharing with our guests by providing an exceptional dining experience.

### **Job Requirements**

- Flexible availability for shift work: in high season, day shifts begin as early as a 6am and evening shifts may end as late as midnight; servers will be required to work a mixture of day and evening shifts
- Must be fully available to work weekdays, weekends and statutory holidays
- Must be able to lift 30lbs on a regular basis

### **Responsibilities:**

- Ensure the highest guest satisfaction by providing consistent excellence of service and giving genuine personal attention
- Professionally greeting and welcoming guests upon their arrival to the Restaurant
- Project a pleasant and positive professional image to all guests at all times
- Sell and up-sell menu and beverage items in a positive, professional manner
- Deliver and presenting food items to guest tables
- Bussing and re-setting tables
- Performing opening, cleaning and closing duties
- Has good working knowledge of the POS system and payment machines in order to provide efficient and accurate ordering and billing.
- Ensure all items are delivered in a timely manner
- Maintain knowledge of restaurant menus, including features, kitchen glossaries and technique to deliver accurate information to guests and self educates and acquires knowledge about food and wine
- Communicate effectively with guests, supervisors and co-workers using appropriate etiquette and language and works in cooperation and harmony with all colleagues, supervisors and other departments to execute duties and responsibilities with due diligence

- Has good knowledge of Inn facilities and city attractions for the benefit of enquiring guests
- Comply with the Inn at Laurel Point's policies and procedures.

#### Qualifications:

- Minimum of 1 year experience serving in fine-dining restaurant
- Knowledge of wine service
- Sincere desire to exceed guest expectations
- Passion for food & wine
- Ability to work well under pressure, and high energy and self-motivation required.
- Ability to work without constant supervision
- Strong communication skills
- Must be enthusiastic and team oriented
- Must be personable and professional
- Foodsafe Level 1 and Serving It Right
- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

**Reports To:** Director of Food & Beverage

**Wage:** \$11.44/hr to start; \$13.34/hr after 6 months; \$15.25/hr after 1 year, PLUS gratuities

#### What's in it for you?

- Competitive Wages
- Comprehensive benefits package
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Colleague of the Month Recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- AURA waterfront restaurant +patio staff discount - 50%
- Friends & Family hotel discount (*so you can show off your amazing workplace*)
- Candidate referral bonus - \$300
- Industry discounts
- Workshops
- Skill and advancement training programs
- Shower and locker facilities

We're looking for people who want a career that defines who they are. Because this is not just a job. It's an expression of your values and ours. We're more chameleons than corporate. More approachable than distant. Yet we're always professional and 100% committed.

We also value innovation. We want people who prefer to count on their inner resources and flexibility over rigid policies and procedures. And in return, we'll treat you as we do our guests: with sincerity, an open mind and respect.

This is a company for real people. Interesting people. People in search of a place to stay and make a difference.

If that's you, let us know.

Thank you for considering Inn at Laurel Point as your employer of choice!

### **Summary of Company**

Inn at Laurel Point is an elegant, Pacific Rim-inspired waterfront hotel located downtown on Victoria's Inner Harbour. It was the first carbon-neutral hotel in BC and, Condé Nast Traveler has rated the Inn as one of the top 25 hotels in Canada. For more information visit [www.laurelpoint.com](http://www.laurelpoint.com).