

University Golf Club
Banquet Server

The following are the overall job duties for this role but are not limited to.

SUMMARY

The Banquet Server/ Bartender position is responsible for directly servicing guests in facilities to include the Banquet Department. They are responsible for ensuring the highest level of guest service by adhering to all University Golf Club's policies and procedures during operating hours, while working in a clean and safe environment, and efficiently executing and achieving all departmental goals (financial, guest satisfaction, teamwork, and staff fulfillment).

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

JOB REQUIREMENTS

- Services aspects in specific food and beverage assigned areas and operations and acknowledges, greets and thanks all guests
- Services banquets to ensure proper room preparation, set up, execution, and clean up
- Focuses on tasks centred on daily operations including floor service, guest relations, teamwork, cleaning, order taking, payment processing, serving food and drink, and adhering to Club policies and procedures

Staff Expectations

- Attends seasonal training and orientation
- Ensures all club and departmental policies are adhered to including: uniforms, opening/closing procedures, codes of conduct, cleaning schedules, and operational systems
- Communicates effectively with other team members
- Utilizes empowerment to take initiative to drive sales and repeat business
- Fulfills all aspects outlined in job description
- Able to learn to use the Lightspeed POS system effectively and efficiently

Departmental Teamwork

- Strives to achieve departmental goals and adheres to the overall UGC F&B vision, mission, and core values

- Works with F&B Managers, Captains, Chefs, and Events Department as required
- Communicates effectively with the food and beverage management team with a commitment to collaboration, teamwork, discussion, adaptability, and adherence
- Communicates and teams well with other departments ensuring assigned responsibilities are carried out
- Implements and supports all Club and departmental initiatives and programs as requested by management

Departmental Results

- Ensures compliance with licensing, hygiene and health and safety legislation/guidelines
- Protects Club, staff, and guests by adhering to all safety, sanitation, food preparation, food storage and alcohol beverage control policies including confirming legal drinking age and discontinuing service to intoxicated guests

Customer Relations

- Informs management of any customer enquiries and complaints and utilizes problem solving techniques to resolve issues
- Informs management of guest inquiries, concerns or comments and provides solutions; acquires feedback from guests, staff, and co-workers in order to ensure satisfaction and/or implements service improvement ideas;
- Ensures guest service standards are executed at a high level

QUALIFICATIONS

- 1 Year of experience in a Food & Beverage setting is considered an asset
- Excellent organizational skills and the ability to work effectively under pressure with minimal supervision, and have good problem-solving and resolution skills
- Must be able to lift up to 50 lbs, must be able to be on feet for long periods of time
- Ability to work a flexible schedule, including weekends/holidays/evenings closing
- Capable of lifting and moving up to 50lbs and able to stand and walk for several hours at a time

** All new hires must be vaccinated with two doses of an approved Covid-19 Vaccine **

Only suitable candidates will be contacted.