

Bala Bay Inn

Job Description

Position Title: Wait Staff/ Server

Reports To: Floor Captain, Bar Captain, Director of Operations

Position Time Frame: June - September

Purpose & Major Responsibility: The Wait Staff/Server is a key figure and Hotel Ambassador at the Bala Bay Inn. She/He ensures ***complete guest services excellence***.

Staff Responsible For: Support Staff

Main Duties & Activities:

- Check patrons' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Escort customers to their tables.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Inform customers of daily specials.
- Prepare checks that itemize and total meal costs and sales taxes.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
- Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required.
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Greeting, Touring, Checking-in/out Hotel & Restaurant Guests
- Restaurant Atmosphere (Clean, organized, warm, inviting)
- In off seasons when its slower you may be asked to answer the phone, maybe help housekeeping, or do various tasks around the hotel. You must be flexible.
- Clean serving station, clean tables, sweep floor, maintain a clean atmosphere at all times
- Set and clearing tables, set up for wedding functions and tear down
- Making sure everything is well stocked at all times
- Helping other wait staff run food
- Totally aware of food allergies
- To ensure customers are properly charged and in accordance with the procedures of the hotel
- Report any suspicious behavior to management right away
- Maintain and be aware of the highest personal hygiene and appearance at all times

Assets:

- Smart Serve Certification
- 1- 5 years experience in hotel or restaurant
- Command of English language written and spoken

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Job Description

- Knowledge of computerized Cash Register/POS system
- In good physical condition
- Problem Solving Skills
- Hard working, Organized, Friendly, Outgoing

Advancement opportunities: Floor Captain

Hours/ Wage : 25 to 44 hours per week – based on business levels, Competitive Remuneration plus Incentive, Gratuity and tips. Hourly wage starting at \$8.90

