



Membertou
*Trade &
Convention
Centre*



Job Title: Food & Beverage Server – Experience Required!
Position: Part-Time Hourly
Department: Membertou Trade & Convention Centre (MTCC)
Reports to: Dining Room Services Manager and Catering Manager

The Food & Beverage Service Department is responsible for restaurant dining room service and catered banquet service. As a Food & Beverage Server, you may be assigned to work in one or both of these areas depending upon your skill level, experience, and business requirements.

The Food & Beverage Server position is one which is important to the guest's experience at the Membertou Trade & Convention Centre (MTCC). A guest's first impression of our facility and our quality of service may be based upon their interactions with you! Being courteous, knowledgeable, helpful, and attentive are key aspects of this role.

Duties and Responsibilities:

- Greet customers, and seat customers that walk in, or who have reservations.
- Required to have full knowledge of the floor plan and seats currently available in the dining room at all times.
- Must be highly knowledgeable about the current menus (food & beverage).
- Responsible for accurate order taking from our guests and entering into POS system.
- Ensure that pick-up and delivery of products to and from the kitchen is on time.
- Serve alcoholic (if you are of age) and non-alcoholic beverages as required.
- Stay attentive to assigned tables.
- Top up water and drinks for customers, as required.
- Deliver dinner rolls and condiments to customers, as required.
- Responsible to polish cutlery and glassware and fold/roll napkins.
- Clear, clean and re-set restaurant dining room tables once vacated.
- Clear, clean and re-set banquet tables, as required.
- Responsible to keep all clearing stations, carts, and side stations cleaned and sanitized during and after the end of each shift.
- Responsible to clean up spills immediately.
- Attend to all signals from a guest, even if it is not in your assigned section.
- Responsible for setting up side stations and dinner tables.
- Responsible for ensuring that dining areas are kept clean and organized.
- General maintenance such as washing tables, chairs, and buffet areas.
- Keep service areas clean and free of debris, particularly the floors and side stations.
- May be required to answer telephones and take reservations according to procedure.
- May be required to sell gift cards.
- Process customer payments using the POS system.
- Responsible for closing out sales and tipping out at the end of each shift.
- All duties common to the server position and/or as requested by management.
- Responsible for creating a positive guest experience. Smile and be helpful and friendly.
- Must be courteous and professional toward guests and co-workers.
- Promote teamwork among the serving staff and with the kitchen staff.
- Must be well groomed and appropriately dressed as per policy.

- Flexibility to work serving shifts in the restaurant dining room and for catered banquets.
- Must be able to follow instructions on a BEO (Banquet Event Order) and be knowledgeable of floor plans and various set up types.
- Responsible for moving and setting up tables, chairs and other furniture and equipment, as well as tear downs of these items, according to BEO's and floor plans.
- Responsible for timely set up and teardown, and meeting required deadlines.
- Attend to customer requests, helping to retrieve and set up additional event items, in coordination with management and sales staff.
- Keep all storage areas clean and tidy.
- Must maintain safe working environment at all times.
- Adhere to all company policies.
- Required to report any incidents, such as theft, injuries, etc.
- Adhere to the Building Fire Procedure and evacuation plan.
- Adhere to all Food Safety handling regulations.
- Adhere to all Health and Safety rules and regulations.

Skills and Qualifications:

- Minimum of 1 year of previous experience as a restaurant server is required.
- Eligibility to serve alcoholic beverages is preferred.
- Must have ability to lift up to 25 Kg.
- Familiarity with POS systems would be beneficial.
- Safe food handling and responsible beverage service certifications would be an asset.
- Must be willing to work a variety of hours, based on business needs.
- Preference given to Aboriginal peoples in accordance with the Aboriginal Employment Preferences Policy of the Canadian Human Rights Commission.

To Apply:

Submit your cover letter and résumé to:

Membertou Human Resources Department

Attention: Troy Paul

111 Membertou Street

Membertou, NS B1S2M9

Or via E-mail to: jobs@membertou.ca

Deadline for Applications: Wednesday, October 21, 2020 @ 4:00PM AST

Thank you for applying, however, only those selected for an interview will be contacted.