



Position Title: *Primrose Server*

Reports To: Restaurant and Lounge Manager, Assistant Manager, Supervisor, Captain

Scope of Position: To meet and exceed guests expectations while providing them with a memorable dining experience according to Rimrock Hotel Standards.

Responsibilities:

- ◆ Provide courteous and efficient table service according to Rimrock Hotel Standards.
- ◆ Have complete knowledge of Primrose menus, including wine, hotel facilities and the Bow Valley area.
- ◆ Maintain a clean and organized work area throughout each shift.
- ◆ Communicate effectively with co-workers to ensure customer satisfaction and a harmonious work environment.
- ◆ All other assigned duties
- ◆ Follow Health and Safety program and procedures

Key Working Relationships:

- ◆ Guests: Daily Basis
- ◆ Other F&B outlets: Daily Basis
- ◆ Teammates: Daily Basis

Problem Solving: (technical)

- ◆ Effective operation of MICROS P.O.S. system
- ◆ Accuracy of all ordering

Problem Solving: (interpersonal)

- ◆ Dealing with customer requests: Daily Basis
- ◆ Dealing with customer complaints: Daily Basis
- ◆ Dealing with co-workers and Kitchen: Daily Basis

Decision Making:

- ◆ No Final Approval

Education:

- ◆ Grade 12 or equivalent
- ◆ Responsible Beverage Program - Alberta (**Proserve**) mandatory

Physical Demands:

- ◆ Able to work long hours
- ◆ Able to walk for extended periods of time
- ◆ Able to lift 20 lbs.
- ◆ Able to bend and push repeatedly

Key Skills:

- ◆ Attention to detail
- ◆ Excellent communication skills
- ◆ Problem solving skills
- ◆ Passion for being of service
- ◆ Able to work in a team or independently
- ◆ Outgoing and positive attitude

Experience & Requirements:

- ◆ **Alberta** Server Intervention Program (**ASIP**), mandatory
- ◆ Previous hotel experience considered an asset
- ◆ Minimum 1 year serving experience in similar high-volume, casual fine dining atmosphere.
- ◆ Ongoing passion for food and wine
- ◆ P.O.S. operation experience

Supervisory Responsibility:

- ◆ Number of subordinates directly supervised: 0
- ◆ Number of subordinates indirectly supervised: 0