



Position Description

Food and Beverage Server – Squamish Valley Golf Club

Overall Job Purpose:

Working alongside and under the supervision of the F&B Manager, SVGC servers are responsible for taking orders and serving food and beverages to members and guests, checking on guest and member satisfaction and handling the payment and concerns from customers.

Key Responsibilities

Restaurant and Other Facilities

Food & Beverage servers are employed in the SVGC restaurant and golf facilities, and this includes the 10th Hole Cabin and on-course service in the day-to-day food and beverage operations around the course

- The Server has knowledge of service techniques, food and beverage products and practices for responsible alcohol service.
- The Server works with a degree of independence and is responsible for making decisions requiring sound judgment.
- Actively promotes and exhibits enthusiasm in the workplace and among the guests
- Clearly identifies guest experience priorities and manages time effectively and efficiently to accommodate their needs
- Greeting customers upon arrival at the restaurant assists with seating
- Takes and relays food and beverage orders
- Checks on guest satisfaction
- Handles complaints and concerns of guests
- Provides food and beverage product knowledge
- Uses proper serving techniques
- Practices responsible alcohol service
- Cashes out and reconciles cash with total sales
- Completes daily reports of all items requiring attention including spoilage, maintenance and repair issues, cleaning and service issues in and around the food and beverage outlet areas

- Maintains and cleans the food and beverage service areas to ensure a clean and appealing environment for guests and staff
- Looks for and maintains cleanliness for tableware and glassware.
- Uses downtime to clean and maintain cutlery roll (rolled in napkin) supply
- Demonstrates continuous efforts to improve operations, streamline work processes, and works cooperatively and jointly to provide quality seamless team-oriented guest service
- Provides feedback to the management team on the needs of the business unit.
- Providing bar service by pouring and mixing drinks referring to the menu and ingredients in place.
- Always prepare drinks with reference to the recipes provided by the F&B Manager.

Functions and Events

- Assists in the setup and take down for functions such as weddings, memorials, and community events
- Final prep/clean of venue
- Provides guests with assistance re venue orientation during functions
- Ensure timely clearing of tables between courses
- Provide exceptional customer service and ensure regular top ups of water and orders of beverages
- Providing bar service by mixing and pouring drinks from the menu selected

Required Knowledge, Skills and Abilities

- Understanding of golf course environments
- must be able to accept responsibility for assignments and follow directions in a timely and professional manner
- Excellent customer service skills
- Intermediate to proficient command of the English language and excellent communication skills
- Cash handling experience an asset
- Serving It Right certification
- Minimum bartending experience
- FOODSAFE certification
- Workplace Hazardous Materials Information System (WHMIS) training is an asset.
- Maintain professional appearance and attitude;
- Work varied hours/days;
- Take initiative, be self-motivated and perform at an independent, accountable, and dependable level
- Communicate in person in a one-to-one setting
- Work closely within a team environment to ensure the smooth running of the food and beverage operation
- Lift up to 23 kg

- Work safely without presenting a direct threat to self or others.

Additional Requirements

- Must maintain a high standard personal hygiene and grooming
- Uniforms must be kept and maintained at a high standard for hygienic service levels.
- This position may require the use of SVGC vehicles including golf carts. The Food and Beverage Server must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record.
- The performance of other essential functions may be required.

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this role. They are not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. This job description may be changed or updated at any time without notice.

Starting Wage : \$17.40 per hour plus gratuities (servers bringing all the skills required and with multiple years of experience may be offered a higher hourly rate)

This is a seasonal position, with start date in April and running through to middle of October. Those with the ability to commit to a minimum of 3x8 hour shifts per week will be given priority for interview.

Squamish Valley Golf Club is committed to supporting a diverse workforce from various communities within which we operate. We encourage all qualified applicants without regard to race, gender identity, colour, sex, marital / family status, citizenship, religion, sexual orientation, aboriginal status, age, etc. to apply.