



**Outstanding Workplace of the Year Award, Chamber of Commerce (2018)  
Employer of the Year Award, Tourism Vancouver Island (2018)**

If you're interested in joining an award winning hotel in Victoria and wish to be part of a fun work atmosphere that promotes creativity, career development and boasts a team of energetic and passionate professionals, we want to hear from you! **Come join the best!**

**Job title: In Room Dining Server**

**Job Status: Permanent, Full-time**

**Summary of Position:**

To represent the Inn at Laurel Point in all guest interactions as an Elegant, Pacific Rim Inspired waterfront inn where memories are created. The In-Room Dining Server is responsible for receiving, recording and expediting all room service orders while ensuring quality service and guest satisfaction is maintained.

**Responsibilities:**

- Process room service orders from start to finish, which would include: receiving and delivering room service orders; entering orders using MICROS; setting up trays; processing payments; retrieving trays
- Set-up and delivery of Special Favours, welcome cards, and other items to guest rooms
- Has good working knowledge of the POS system and payment machines in order to provide efficient and accurate ordering and billing
- Ensure all items are delivered in a timely manner
- Maintenance and closure of the Live Inn Room space
- During shoulder and off seasons, assistance with bar portering duties such as ice, stock, garnish preparation etc.
- Assist other servers where possible with serving, bussing and table maintenance if they require help. Promptly asks for help when necessary
- Maintain knowledge of food & beverage menus, including features, kitchen glossaries and technique to deliver accurate information to guests and self educates and acquires knowledge about food and wine
- Communicate effectively with guests, supervisors and co-workers using appropriate etiquette and language and works in cooperation and harmony with all colleagues, supervisors and other departments to execute duties and responsibilities with due diligence
- Has good knowledge of Inn facilities and city attractions for the benefit of enquiring guests
- Complies with the Inn at Laurel Point's policies and procedures

**Qualifications:**

- Previous Serving experience an asset
- Ability to work without constant supervision
- Strong communication and telephone etiquette skills
- Must be energetic, enthusiastic and team oriented
- Must be personable and professional
- FOODSAFE Level 1 & Serving It Right required
- Must be able to embrace the 4 core values of the Laurel Point Inn: Excellence, Respect, Curiosity and Stewardship

**Job Requirements:**

- Flexible availability for shift work: in high season, day shifts begin as early as a 6:30am and evening shifts may end as late as midnight; servers will be required to work a mixture of day and evening shifts
- Must be fully available to work weekdays, all weekends and all statutory holidays
- Must be able to lift 30lbs on a regular basis
- Must have Canadian work permit to apply (if non-resident of Canada)

**Reports To:** Director of Food & Beverage/Food & Beverage Manager

**Salary/Wage:** \$13.85/hr to start, plus gratuities; \$14.57/hr after 6 months, plus gratuities; \$16.65hr after 1 year, plus gratuities

Apply Now! Please email your resume to Ann Reeves, Human Resources Manager at [careers@laurelpoint.com](mailto:careers@laurelpoint.com). For more information, please visit our Careers page at [www.laurelpoint.com/careers](http://www.laurelpoint.com/careers) or contact Ann directly at 250-414-6726. Thank you for considering Inn at Laurel Point as your employer of choice!

**What's in it for you?**

- Competitive Wages
- Comprehensive medical and extended health benefits package
- Employer-sponsored RRSP contribution program
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Summertime volleyball on Sticky Wicket rooftop, BBQ's on our stunning Terrace patio, free themed year-end Gala to thank you
- AURA waterfront restaurant + patio staff discount 50%
- Friends & Family hotel discount (so you can show off your amazing workplace)
- Candidate referral bonus - \$300
- Industry discounts
- Workshops
- Skill and advancement training programs

- Shower and locker facilities