

JOB POSTING

Job Title: In Room Dining Server

Job Status: Permanent. Hours of work may vary based on business volumes

Start Wage: \$18.98 per hour to \$19.48 per hour (at 1yr.) plus gratuities & a comprehensive extended health benefits package

Summary of Position:

To represent the Inn at Laurel Point in all guest interactions as “A refined coastal experience in a waterfront city setting, guided by sincere, friendly service, to create remarkable memories”. 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 POS; setting up trays; processing payments; retrieving trays
- Set-up and delivery of “Special Favors”, welcome cards, and other items to guest rooms
- Has good working knowledge of POS systems and payment machines in order to provide efficient and accurate ordering and billing
- Ensure all items are delivered in a timely manner
- During shoulder and off seasons, assist with bar portering duties such as ice, stock, garnish preparation etc.
- Assist other outlets where possible with serving, bussing and table maintenance if required
- Assist in Duo Café & Bakery with orders, bussing and general cleanliness during barista rest periods and meal breaks if not assisting with IRD orders
- Promptly ask for assistance 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

Job Requirements:

- 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 lift 30lbs on a regular basis
- Flexible availability, including early mornings, evenings, weekends and statutory holidays
- Must be able to embrace the 4 core values of the Laurel Point Inn: Excellence, Respect, Curiosity and Stewardship

Reports To: Restaurant Manager

Closing Date: Please submit your application as soon as possible as applications are reviewed daily

Apply Now! Please email your resume to careers@laurelpoint.com For more information, please visit our Careers page at www.laurelpoint.com/careers

What's in it for you?

- Competitive Wages
- 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
- Comprehensive benefits package
- Colleague of the month recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- Aura waterfront restaurant + patio staff discount – 50%
- Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one night stay including breakfast for 2
- Friends & Family hotel discount (so you can show off your amazing workplace)
- Candidate referral bonus - \$500
- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

Thank you for considering Inn at Laurel Point as your employer of choice!