

JOB POSTING

Job Title: In Room Dining Server

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

Start Wage: \$20.76 per hour to \$21.26 per hour (at 1yr.) plus gratuities & a comprehensive extended health benefits package

Summary of Position:

The In-Room Dining Server represents **Inn at Laurel Point**, delivering a refined hotel dining experience that reflects the culinary quality, service standards, and menus of **Aura Waterfront Restaurant + Patio**. Through warm, discreet, and attentive service, the In-Room Dining Server ensures guests enjoy a seamless and elevated dining experience within the comfort of their guest rooms.

With a strong focus on accuracy, timing, and presentation, the In-Room Dining Server coordinates and delivers in-room dining orders with professionalism and care. This role requires composure, attention to detail, and a collaborative approach, supporting both guest satisfaction and the smooth operation of the Inn's food and beverage services.

Responsibilities:

- Receive, record, coordinate, and deliver in-room dining orders with accuracy, efficiency, and attention to presentation
- Enter orders accurately into the POS system and process payments in a professional and timely manner
- Prepare trays and service setups in accordance with established in-room dining standards
- Record deliveries and items by room for collection later on tracking sheet
- Deliver food and beverage orders promptly while maintaining quality, temperature, and presentation
- Retrieve trays and service items discreetly and in a timely manner and according to the tracking sheet
- Assist with the delivery and setup of special amenities, welcome cards, and guest requests ("Special Favors")
- Maintain a strong working knowledge of POS systems and payment machines to ensure accurate billing and guest satisfaction
- Demonstrate thorough knowledge of Aura Waterfront Restaurant + Patio menus, daily features, ingredients, and preparation techniques in order to provide accurate information to guests
- Communicate clearly and professionally with guests, supervisors, and colleagues, maintaining appropriate etiquette at all times
- Collaborate with culinary, service, and hotel departments to support seamless operations
- During shoulder and off-seasons, assist with bar portering duties, including ice, stocking, and garnish preparation, as required

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- Support other food and beverage outlets with serving, bussing, and table maintenance when operationally needed
 - Assist Duo Café & Bakery with order support, bussing, and general cleanliness during Barista rest periods when not attending to in-room dining orders
 - Promptly request assistance when needed to ensure service standards are maintained
 - Maintain knowledge of Inn facilities and local attractions to assist guests with inquiries
 - Adhere to all Inn at Laurel Point policies, procedures, and health and safety standards

Job Requirements:

- Food and beverage service experience considered an asset
- Demonstrated commitment to a welcoming, guest-focused approach, ensuring comfort, care, and professionalism in all guest interactions
- Demonstrated reliability, including consistent attendance and punctuality, and a clear understanding of the impact reliability has on team performance and guest experience
- Ability to work independently with minimal supervision while maintaining service standards
- Strong verbal communication skills and professional telephone etiquette
- Energetic, positive, and team-oriented approach to service
- Polished, professional demeanor with strong attention to detail
- Valid FoodSafe Level 1 and Serving It Right certifications
- Physical ability to lift up to 30 lbs and perform the physical demands of the role
- Flexible availability, including early mornings, evenings, weekends, and statutory holidays
- Alignment with and commitment to the Inn at Laurel Point's core values of **Excellence, Respect, Curiosity, and Stewardship**

Reports To: Outlets Manager, Director of Food and Beverage

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
- BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- Aura waterfront restaurant + patio staff discount – 50%

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- 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!