



DISTRICT OF TAYLOR

Server

Job Description

Title: Server

Date: March 7, 2025

Department: Lone Wolf Golf Course

Job Category:

Reports To: Manager, Food and Beverage

Job Number:

Interacts With: Front-end staff, customers,
Kitchen staff, public

Grade:1

General Summary:

Servers complete a wide range of duties in addition to food and beverage service, including, but not limited to, restocking, cleaning, set up and take down of events, and supporting other departments as requested. Reporting to the Front-End Supervisor, and working as a key member of restaurant and golf course team, the Server works to ensure that the food and beverage service supports the goals of the club.

Primary Duties and Responsibilities:

General

- Present and maintain a professional, positive and tactful attitude when dealing with internal and external stakeholders. Supports and champions the activities of a respectful workplace
- Understands, complies and reinforces the District of Taylor policies, programs and guidelines applicable to the department
- Provides excellent services to the community, ensuring professional, friendly, and efficient interactions with community members (recognizing and acknowledging regular customers and Members)
- Actively engaged in appropriate, accurate, timely, and transparent communication flow with stakeholders (both internally and externally) to ensure accurate information is shared on an ongoing basis
- When appropriate and required, makes customers aware of applicable District and golf course rules, regulations and policies in a professional and diplomatic manner, escalating to the on-duty supervisor and Front-End Supervisor where there is continued contravention of rules, regulations and policies

Health and Safety

- Awareness of and dedication to working safely according to applicable standards, policies and procedures
- Understands legal responsibilities of serving alcohol, and is compliant with all applicable regulations and policies
- Understands the risks of over-service and is able to safely and diplomatically deal with customers who need to be cut off from service or asked to leave the premises

Front End Services

- Deals effectively with customer concerns, identifying opportunities to recover customer satisfaction and loyalty, escalating issues to the on-duty supervisor and/or Front-End Supervisor where resolution cannot be achieved
- Identifies opportunities to provide suggestions to customers and promote daily specials, features and upcoming events
- Collaborates with other servers and kitchen staff to ensure excellent overall restaurant service levels
- Ensures accurate entering of orders, sales, discounts, proper cash management and complete daily cash balancing
- Ensures the cleanliness of the front end, stock rooms, and restaurant public areas, ensuring all appropriate food, health and safety regulations are met
- Ensures proper opening and closing procedures are completed, including responsibility for ensuring proper lock up of the facility
- Follows inventory management and controls policies, including point of sale (POS) accuracy, proper rotation of products, and demonstrating proper care, control and handling of golf club assets and inventory
- Answers general questions about overall golf operations (ex. Hours of operation, booking tee times, products and services offered, upcoming events), and where unable to answer questions, direct customer to appropriate contact

Kitchen Services

- In cooperation with kitchen staff, monitors inventory of pre-packaged food (ex. Sandwiches) and prepares pre-packaged foods as required to ensure sufficient supply for customers
- Provides assistance to kitchen staff in preparing orders as required to ensure excellent overall restaurant service levels

Requirements and Qualifications:

Education and Experience:

- 16 years of age or older
- Serving it Right™ Certification
- Experience in a licensed fast paced food and beverage service environment preferred
- Basic understanding of golf and/or experience working at a golf course an asset

Knowledge, Skills, and Abilities:

- Awareness of and dedication to working safely according to applicable standards, policies and procedures
- Demonstrated customer-oriented approach through prior customer service roles in fast paced, multi faceted environments
- Strong understanding of the legal responsibilities when servicing alcohol
- Knowledge of techniques to prevent problems related to over-service of alcohol
- Strong customer service and sales skills
- Strong communication skills
- Interpersonal skill to resolve conflict with members of the public and team members
- Attention to detail and focus on accuracy with regard to entering customer orders and cash balancing
- Ability to manage and maintain a positive attitude in a fast-paced work environment
- Must be able to manage and work efficiently with minimal supervision

Other Requirements:

- Clear Criminal Record Check
- Legally entitled to work in Canada

Working Conditions (environmental conditions, physical demands, travel, etc.):

- This is a seasonal position, with scheduled hours varying through the season (generally April - Thanksgiving weekend). Hours can be impacted by weather conditions when it impacts operating hours of the course

- Although there is some schedule flexibility, employees can expect to work on league nights (Tuesday - Thursday), weekends and special events. There is limited availability for extended time off during the season
- Due to the fast-paced service nature of the role, must be able to stand and walk for long periods

Disclaimer:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Related duties, responsibilities and activities may be assigned at any time or without notice.

Approval:

MIKE FARQUHARSON

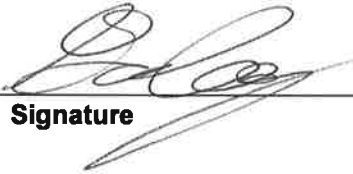
Name/Title MANAGER OF PARKS AND FACILITIES



Signature

Ryan Galay C.A.O.

Name/Title



Signature

