

Harrison Hot Springs Resort

Aldesta Hotel Group

Job Description

POSITION SUMMARY:

Responsible for maintaining an atmosphere of quality and cleanliness by clearing, cleaning and resetting tables as quickly and efficiently as possible. The position also ensures the side tables are clean and restocked, and contributes to the success of the resort by assisting the servers as required. Ensure complete guest satisfaction and maintain a high standard of cleanliness at an efficient cost level.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Reports for work at scheduled time, well groomed, neatly dressed in uniform with nametag.
- Ensures that uniform is clean and pressed footwear clean and polished.
- Ensures all tables are cleared, cleaned and reset in a prompt and efficient manner.
- Ensures that the side stations are kept clean and restocked as required.
- Performs side duties and closing duties as assigned daily.
- Wipes all flatware free of spots or marks.
- Ensures that enough linen and napkins are clean and folded for the shift.
- Assists with or may be assigned to buffet replenishment duties.
- Sets up, cleans and dismantles the buffet table as required.
- Reports any maintenance or repair requirements to the supervisor.
- Assists the servers as required.
- Adheres to all hotel policies, procedures and standards.
- Maintains an attitude of friendliness, courtesy and helpfulness to guests and fellow associates at the resort.
- Some stress resulting from daily guest interactions (internal and external), budgetary, and time constraints.
- Other job related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

- Food Safe Level 1 certification.
- Serving it Right certification.
- Previous experience working in a fast paced food and beverage establishment is an asset.
- Previous experience in a casual dining restaurant is an asset.
- Previous experience working in a luxury resort atmosphere is an asset.
- Direct customer service experience.
- Previous experience carrying a loaded oval tray is an asset.
- Previous experience in suggestive selling and up-selling techniques is an asset.
- Excellent interpersonal skills.
- Excellent organization skills.
- Ability to work independently and as a team member.
- Ability to multi task.
- Ability to prioritize.
- Ability to take direction and instruction well.
- Ability to safely lift, pull, push, or carry up to 30 lbs.
- Ability to communicate fluently in English with a variety of guests and associates.
- Ability to listen and problem solve in a quick and efficient manner.
- Second language is an asset.
- Flexible to a changing schedule.