

THE WESTIN

RESORT & SPA
WHISTLER

POSITION DESCRIPTION

POSITION TITLE: Busser

REPORTS TO: Assistant Outlets Manager

SUPERVISES: n/a

UPDATED: April 2012

OVERVIEW:

Responsible for assisting with the service to guest in the restaurant and operations. The Busser will be running food, clearing and setting tables and assisting servers.

MAJOR DUTIES & RESPONSIBILITIES:

- Maintain a thorough knowledge of all Food & Beverage menus, daily additions and services provided by the department and the hotel
- Assist the servers in taking food plates to guests in the restaurant and ensure that each plate is of the highest quality
- Assist with serving water, bread, coffee
- Adhere to local liquor laws and regulations and "Serving it Right" guidelines
- Take corrective action if a guest is not satisfied and bring the situation to the attention of the manager
- Stack trays properly for efficient unloading for stewarding
- Perform set up duties as requested to include side stations, storage areas and food staging area
- Perform general cleaning tasks utilizing cleaning to adhere to health and safety standards
- Fold napkins for meal periods to maintain an adequate supply
- Comply with WRS's Occupational Health and Safety Program and the Regulation of WorkSafeBC

MAJOR DUTIES & RESPONSIBILITIES CONT'D...

- Report any unsafe conditions, practices or injuries to their supervisor as soon as possible
 - Set a good safety example
 - All other duties as assigned
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SKILLS AND EXPERIENCE:

- Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
 - Must be able to build and maintain credibility and relationships with customers (internal and external)
 - Basic computer knowledge and POS (Micros)
 - Previous experience in a similar role in a similar size/type of property
 - Detailed knowledge of Whistler and available services
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GENERAL REQUIREMENTS:

- Serving It Right Certificate
 - Must be able to stand and exert well-paced mobility for up to at least 8 hours in length
 - Must be able to lift up to 20 lbs. occasionally
 - Must have the ability to bend, squat and lift up to 50 lbs., including, but not limited to, lifting trays of food or food items on a regular and continuing basis
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