

# THE WESTIN

RESORT & SPA  
WHISTLER

## POSITION DESCRIPTION

**POSITION TITLE:** Grill & Vine Server

**REPORTS TO:** Assistant Outlets Manager

**SUPERVISES:** n/a

**UPDATED:** April 2012

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### OVERVIEW:

A Grill & Vine Server is responsible to ensure that guests have an enjoyable dining experience by providing quality customer service. They take orders, serve food and drinks and remove dinnerware from the table in a timely manner.

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### MAJOR DUTIES & RESPONSIBILITIES:

- Maintain a thorough knowledge of all Food & Beverage menus, daily additions and services provided by the department and the hotel
  - Ensure that guests fully enjoy their dining experience by serving the guests promptly, efficiently and in a professional manner
  - Upsell Food and Beverage
  - Adhere to local liquor laws and regulations and "Serving it Right" guidelines
  - Inspect all assigned tables to ensure proper set up and standards are met before receiving any guests
  - Collect payment for all food & beverage sold in their section, and use Micros system
  - 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
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## **MAJOR DUTIES & RESPONSIBILITIES CONT'D...**

- 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 Regulations of WorkSafeBC
  - 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 POS knowledge (Micros)
  - Previous experience in a similar role in a similar size/type of property
  - Strong attention to detail and the ability to handle multiple tasks
  - Detailed knowledge of Whistler and available services
  - Ability to upsell and promote menu
  - Knowledge of hotel food and beverage operations
  - Knowledge of food and alcoholic beverages
  - Knowledge of food service techniques and cost controls
  - Excellent problem solving skills
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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