



**Position Title:** *Primrose Server*

**Reports To:** Restaurant and Lounge Manager, Assistant Manager, Supervisor, Captain

**Scope of Position:** To meet and exceed guests expectations while providing them with a memorable dining experience according to Rimrock Hotel Standards.

**Responsibilities:**

- ◆ Provide courteous and efficient table service according to Rimrock Hotel Standards.
- ◆ Have complete knowledge of Primrose menus, including wine, hotel facilities and the Bow Valley area.
- ◆ Maintain a clean and organized work area throughout each shift.
- ◆ Communicate effectively with co-workers to ensure customer satisfaction and a harmonious work environment.
- ◆ All other assigned duties
- ◆ Follow Health and Safety program and procedures

**Key Working Relationships:**

- ◆ Guests: Daily Basis
- ◆ Other F&B outlets: Daily Basis
- ◆ Teammates: Daily Basis

**Problem Solving: (technical)**

- ◆ Effective operation of MICROS P.O.S. system
- ◆ Accuracy of all ordering

**Problem Solving: (interpersonal)**

- ◆ Dealing with customer requests: Daily Basis
- ◆ Dealing with customer complaints: Daily Basis
- ◆ Dealing with co-workers and Kitchen: Daily Basis

**Decision Making:**

- ◆ No Final Approval

**Education:**

- ◆ Grade 12 or equivalent
- ◆ Responsible Beverage Program - Alberta (**Proserve**) mandatory

**Physical Demands:**

- ◆ Able to work long hours
- ◆ Able to walk for extended periods of time
- ◆ Able to lift 20 lbs.
- ◆ Able to bend and push repeatedly

**Key Skills:**

- ◆ Attention to detail
- ◆ Excellent communication skills
- ◆ Problem solving skills
- ◆ Passion for being of service
- ◆ Able to work in a team or independently
- ◆ Outgoing and positive attitude

**Experience & Requirements:**

- ◆ **Alberta** Server Intervention Program (**ASIP**), mandatory
- ◆ Previous hotel experience considered an asset
- ◆ Minimum 1 year serving experience in similar high-volume, casual fine dining atmosphere.
- ◆ Ongoing passion for food and wine
- ◆ P.O.S. operation experience

**Supervisory Responsibility:**

- ◆ Number of subordinates directly supervised: 0
- ◆ Number of subordinates indirectly supervised: 0