

Room Service Server

Reports To: Manager, Assistant Manager and Supervisor

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

Responsibilities:

- ◆ Provide courteous and exceptional service
- ◆ Have knowledge of restaurant menus, daily specials and hotel facilities.
- ◆ Prepare daily mise en place and complete duties set forth
- ◆ Support team members with table service, and buffet maintenance
- ◆ All other assigned duties

Key Working Relationships:

- ◆ Customers: Daily Basis
- ◆ Servers: Daily basis
- ◆ F&B outlets: Daily Basis

Problem Solving: (technical)

- ◆ Buffet maintenance

Problem Solving: (interpersonal)

- ◆ Dealing with customers: Daily Basis
- ◆ Dealing with co-workers: Daily basis

Decision Making:

- ◆ No Final Approval

Financial and Measurement Data:

- ◆ Ensure buffet food is hot and fresh at all times
- ◆ Be sure that tables are prioritized and re-set in a timely manner

Education:

- ◆ Grade 12 or equivalent