Compass Group Canada
Job Description

Job Title: Server- Suites or Restaurant or other areas as determined
Job Code:
Reports To: Food & Beverage Supervisor
Approved Date:

SUPERVISORY RESPONSIBILITIES
This job has no supervisory responsibilities.

SUMMARY

- Provides exceptional customer service to each guest.
- Responsible for the completion of meal service including setting up buffets, serving plates of food, clearing empty dishes, serving drinks including alcoholic beverages.
- Completes assigned side duties as required.
- Maintains sanitation standards in the preparation, service and dining room facilities.
- We encourage all associates to accept leadership responsibilities at all times. You have the power to make a difference to all guests. Our primary objective is to make sure our guests have a great experience with us at Compass Group Canada by providing exceptional service and quality. Please follow all of the 7 Essentials of Customer Service Excellence as directed by CGC and your Management team in addition to bringing the required skills of the position.

We conduct business each day with our values in mind, regardless of who we are and where we are in the world. Five core values underpin every interaction with Associates, clients and customers.



ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.
Please note: Other duties may be assigned as required.

- Carefully prepares beverages according to customer specifications, including but not limited to coffee, tea, and alcoholic beverages.
- Sets up buffets and food displays according to requirements.
- Serves guests during all a la carte meals and or buffet service, including use of beverage trays.

- Completes assigned side duties in a timely and efficient manner; side duties may include but are not limited to: polishing silverware, polishing glassware, organizing linen/paper supplies, assisting with room sets as required, counting inventory of smallwares.
- Delivers food to buffets or service areas.
- Follows standard portioning of alcoholic beverages and uses SmartServe policies to prevent the over-serving of guests.
- Follows all Optimum Service Training techniques to ensure exceptional customer service during all events.
- Acts with purpose and intention – uses effective time management skills.
- Interacts with customers and resolves customer complaints politely and promptly.
- Maintains pantry par levels and follows proper procedures for restocking and reporting consumption.
- Checks all items within the assign pantry for expiration weekly and removed items that are past their best before date; follows FIFO and FEFO procedures at all times.
- Completes fridge/freezer temperature checks and other HSQA logs as assigned by supervisor.
- Replenishes alcoholic, non-alcoholic beverages and general supplies while maintaining cleanliness of service areas.
- Must interact with co-workers in order to ensure compliance with company service standards, and company inventory and cash control procedures.
- Follows all uniform and jewelry policies at all times.
- Follows all Smart Serve regulations as per AGCO regulations and maintain a valid certification.
- Must follow all health and safety and quality assurance company policies at all times.
- Must complete 24/7 training with in one month of start date, and annually thereafter.

CORE COMPETENCIES

The server should demonstrate the following core competencies consistently:

- Attention to Detail and Organizational Skills
- Effective and timely communication with both guests and internal stakeholders to ensure event success, including providing exceptional customer service
- Maintains a professional appearance and demeanor at all times
- Ability to work at a fast pace
- Ability to remain calm under pressure and deal with unexpected situations

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

LANGUAGE SKILLS

Ability to understand, read, write, follow instructions and interact with customers and co-workers in order to assure customer satisfaction. Must be able to speak, read and write fluently in English.

OTHER QUALIFICATIONS

EDUCATION and/or EXPERIENCE

Preferred: completion of secondary school diploma; or up to one month related experience or training; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid SmartServe Certificate.
Must be bondable.

I have read the above job description and can perform the essential functions of the job with or without reasonable accommodation:

_____ _____

SIGNATURE **DATE**

I require the following accommodation: