



JOB DESCRIPTION – Banquet Server (Part-Time/Full Time)

The Organization:

Reporting to and under the direction of the Executive Chef/Food and Beverage Director and the Catering Manager, for the Quaaout Lodge, the Banquet Server will be responsible for providing a unique experience to our guests in timely fashion. We are looking for an enthusiastic, energetic, and friendly person who will ensure that our guests' food is being served in the best manner possible. While providing our services, you will get to experience all the beautiful landscapes and benefits the Quaaout Lodge has to offer while growing your career with us in the hospitality industry.

If you have a great attitude and love working in a unique environment that is fast paced, we want to hear from you!

The Employee Experience

The award winning Quaaout Lodge offers a positive, fun working environment as well as some amazing benefits and perks including discounts on meals and guest rooms, spa services and products, pro shop merchandise, and golfing at Talking Rock Golf Course as well as unlimited access to the resort's fitness facilities and pool. When not preparing extraordinary food for our guests; enjoy all that the sunny Shuswap has to offer including swimming, boating, golfing, hiking and mountain bike trails – come join us to start your next adventure. Quaaout Lodge is 45 minutes from Kamloops, 35 minutes from Salmon Arm, 1.5 hours from Vernon, 2 hours from Kelowna and 4 hours from Vancouver.

The Opportunity: A Day in the life of the Banquet Server

As the Banquet Server, you will be one of the ambassadors of the brand that ensure all guests requests are being completed in a efficient manner while soaking up the many unique benefits the Quaaout Lodge has for its employees. You will:

- Be in charge of integration of Secwepemc culture into all aspects of the Resort experience
- Communicate food and beverage orders from clients to back of house staff
- Serve food and beverages to guests
- Perform frequent food quality checks with guests
- Provide food and beverage product knowledge when requested
- Learn and utilize proper serving techniques
- Practice responsible alcohol service
- Cash out and reconcile cash with total sales
- Maintain contact with clients before, during, and after events to ensure overall satisfaction
- Develop personal skills and capability through on-going training and mentorship



Quaaout

—Lodge & Spa—

At Talking Rock Golf Resort

- Provide other duties as required
- Set up/tear down of events



TALKING ROCK

—GOLF COURSE—

AND QUAAOUT LODGE

Requirements: What you bring to the organization:

- Secondary school diploma is required
- Excellent communication skills
- Professional appearance and attitude
- Strong customer service ability
- Cash handling experience is an asset
- Efficient time manager
- FOODSAFE certification
- Serving It Right certification

Our “Must Haves” that make you great:

- Able to work evenings, weekends, and holidays
- Honest, trustworthy, respectful.
- Attention to detail and high level of accuracy.
- Passionate, energetic, and love a fast-paced, highly collaborative environment.
- Ability to multitask and prioritize work.
- Setup and tear down of venue space
- Must be able to lift 50lb
- Must be able to be on her/his feet (standing /walking) 6-8 hours continuously.

What we will provide:

- Part Time – permanent Role
- Growth opportunities
- Competitive compensation
- Discounts on meals and guest rooms, spa services and products, pro shop merchandise, and golfing at Talking Rock Golf Course
- Have unlimited access to the resort’s fitness facilities and pool

***NOTE:** Only those applicants under consideration will be contacted. Please accept our utmost appreciation for your interest. We are an Equal Employment Opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, creed, age, sex, gender, sexual orientation, national origin, religion, marital status, medical condition, physical or mental disability, military service, pregnancy, childbirth and related medical conditions or any other classification protected by federal, provincial and local laws and ordinances. Reasonable accommodation is available for qualified individuals with disabilities, upon request. This Equal Employment Opportunity policy applies to all practices relating to recruitment and hiring, compensation, benefits, discipline, transfer, termination and all other terms and conditions of employment. While management is primarily responsible for seeing that equal employment opportunity policies are implemented, you share in the responsibility for assuring that, by your personal actions, the policies are effective.*



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