

THE LISTEL HOTEL

Job Description Room Service Server

Overview

The Room Service Server is responsible for the smooth and efficient operation and services In Room and Mini-bar, as well as related guest services demonstrating effective time management, overall professionalism and poise. In addition, this role must meet and exceed the Room Service Server Job Standard for The Listel Hotel. The Restaurant Server is responsible for providing gracious level of service to guests to support guest satisfaction.

The Room Service Server is also responsible for contributing to an environment within hotel and restaurant which encourages fellow co-workers to be happy, motivated and proud of the products and services provided by the restaurant & hotel, resulting in a joyful, memorable, relaxed and casual event for the guest.

The Room Service Server is responsible for contributing to building a loyal following amongst guests, thus increasing business and furthering the restaurant & bar's reputation of providing a quality and memorable experience

Reporting Relationship

Reports to:

- Restaurant & Bar Manager (R&B Manager)

Primary Duties & Responsibilities

- Check the weekly schedule as you are responsible for your weekly shifts
- Meet or exceed the knowledge, skills and behaviour requirements for The Listel Hotel Job Standard for Room Service Servers that includes, but is not limited to:
 - Pre-shift meetings, shift preparation, service and closing duties
 - Maintain alcoholic and non-alcoholic beverage controls as applicable to your role
 - Become proficient with the procedure manual, computer system technology currently in use in the restaurant, and the administration system in the restaurant
- Morning Room Service Preparation and Service (6:30 – 2:30)
 - Checking in with Night Auditor in the morning
 - Pick up Room Service Phone and Room Service Keys
 - Unforward cell phone
 - Prepare daily Room Service door knob orders and deliver as requested
 - Take additional Room Service as phoned in by guests and deliver as requested
 - Prepare daily special Coffee Service for 4th & 5th Gallery floors and deliver as requested
 - Clear and clean all trays
 - Set up coffee trays
 - Restock Room Service Station as well as sugar bowls, salt and pepper
 - Make special non-alcoholic coffees for room service order
- Mini-bar Service (6:30 am – 2:30 am)
 - Prepare daily Mini-bar Checklist Form by using Daily Summary provided by Night Auditor
 - Inspection of every Check Out Room and Occupied Room
 - Record Mini-bar usage on a Mini-bar Sheet (bar items, room number, time, date, server initial)
 - Post all Mini-bar Postings

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- Submit the Mini-bar Sheets to the Front Desk Agents
- Do a CASH OUT at the end of the shift
- Be knowledgeable with the current food & beverage programs, incentives and customer concerns by regularly liaising with the R&B Manager.
- Maintain effective communication within the restaurant & bar with the R&B Manager, supervisors and co-workers.
- Communicate with your manager about challenges that you experience and partner with them in creating solutions.
- Any other duties that may be assigned periodically

Prerequisites

- Bondable is generally required
- Physical mobility and stamina is required (must be able to lift 25 kg)
- Must be able to work standing for 8 hour shifts, and overtime as required.
- Professional attitude required
- Ability to follow instructions & work independently is required
- Good organizational and time management skills is required
- Detail orientation is required
- Good communication skills in English are required
- Previous customer service experience required
- Server experience required
- 'Serving it Right' certificate required
- Workplace Hazardous Material Information System (WHMIS) knowledge is an asset
- Wine knowledge an asset
- Appreciation of the arts is an asset

Knowledge, Skills & Abilities

Reference: The Listel Hotel Job Standard for Restaurant Servers available from your manager. This standard is based on the National Occupational Standard, Restaurant Servers, Second Edition Tourism Training, Emerit www.emerit.ca, developed in conjunction with Tourism Education Council.

The Room Service Server position requires knowledge, skills and abilities in the following areas:

- Tourism Awareness
- Professionalism
- Interpersonal Skills
- Food & Beverage Product Knowledge
- Tools & Equipment for Restaurant & Bar
- Service Skills
- Responsible Alcohol Service
- Processing Payment
- Sanitation and Safety
- Legislation

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Vision, Mission and Values Statement

Vision Statement

- To be Vancouver's most artful hotel renowned for gracious hospitality.

Mission Statement

- Together we will provide a warm, intuitive, genuine service in an inspiring, culturally enriched, diverse environment.

Values Statement

- We will act with Respect, Integrity and Generosity of Spirit

Environmental Statement

Reduce, Reuse, and Recycle.

- To conduct our jobs with concern for the environment and its resources. Whenever practical and possible, reduce use of items, re-use whenever possible and recycle those items that can be.

Possible Career Paths

Room Service Servers are an important contributor to the food & beverage sector of the tourism industry. Professional Room Service Servers have the opportunity to make a positive impact not only within their own profession, but also on the larger tourism industry and the economy as a whole.

Opportunities for advancement exist within the industry. For example, a Room Service Server may progress to Restaurant Server Assistant, Restaurant Server, Banquet Server and Restaurant & Bar Supervisor, or move to roles within the Front Office of The Hotel.