

POSITION profile



Sheraton
CAVALIER CALGARY HOTEL

Position **Lobby Lounge Server/Bartender**

- Responsibilities
- Greet and welcome guests to the Lobby Lounge.
 - Take guest orders and provide fast, efficient and friendly service.
 - Provide food, liquor and wine information to guests.
 - Ensure guests are satisfied with their orders.
 - Respond to guest concerns in a polite, professional manner.
 - Settle all customer bills accurately according to cash, debit card, credit card or room charge billing, and cash out Lobby Lounge.
 - Maintain good rapport with guests offering additional assistance as necessary.
 - Ensure working areas are cleaned and organized on a regular basis.
 - Restock/Replenish bar as necessary.
 - Communicate with Banquets in regards to Banquet Bar requirements, and provide stock as necessary.
 - Supply liquor to kitchen, Carver's, Oasis, and Club Lounge as requisitioned; completing transfers each time liquor is provided.
 - Set-up of Banquet bars (opening and closing)
 - Adhere to all standards under the Liquor Regulations Act.
 - Perform all duties in a safe manner according to established safe work practices.
 - Report any accidents, injuries, near misses and/or hazardous conditions.

- Qualifications
- Must be 18 for the purposes of serving alcohol.
 - Previous food and beverage service experience.
 - Good liquor and wine service knowledge and experience.
 - Well organized with have good cash handling skills.
 - Friendly and professional demeanor.
 - Physically fit; bending, lifting and continuous walking.
 - Must be able to perform duties without supervision.
 - Must be fluent in English, written and spoken.

Hours of work 5 days per week, hours vary according to business levels.

Reports to Outlets Manager