

# POSITION profile



**Sheraton**  
CAVALIER CALGARY HOTEL

Position **Dining Room Server**

- Responsibilities
- Polish and organize cutlery, make presets for tables, light candles on tables.
  - Take guest orders and provide fast, efficient and friendly service.
  - Provide food, liquor and wine information to guests.
  - Prepare tableside items; Caesar Salad, Steak Diane, Chateaubriand, etc....
  - Ensure guests are satisfied with their orders.
  - Assist co-workers; working as a team, assisting by watering their sections, clearing plates, offering drinks and pouring wine as needed.
  - Respond to guest concerns in a polite, professional manner.
  - Settle all customer bills according to cash, debit card, credit card or room charge.
  - Ensure working areas are cleaned on a regular basis.
  - Adhere to all standards under the Liquor Regulations Act.
  - At the end of the evening, the room must be reset for opening. This includes making presets, cleaning up the bar, making sure that everything is clean and presentable.
  - Perform all duties in a safe manner according to established safe work practices.
  - Report any accidents, injuries, near misses and/or hazardous conditions.

- Qualifications
- Minimum 3 years food and beverage serving experience.
  - Must be minimum 18 years of age for the purpose of serving alcohol.
  - Previous food service experience.
  - Extensive liquor and wine service knowledge and experience.
  - Ability to work in a fast paced environment.
  - Punctual and reliable.

Hours of work Days of the week vary according to business levels.  
Shift start at 5:00pm; weekends and holidays required.

Reports to Carver's Manager