

**Food and Beverage Server Job Description**

**Job Brief**

Food and beverage servers are outgoing, friendly, and helpful individuals who want to create an outstanding customer experience. Food & Beverage servers process orders and serve food & beverage items to customers, ensure customers are satisfied with their dining experience, process customer payments, and immediately handle complaints and concerns as they occur.

**Responsibilities**

* Deliver legendary customer service by acting with a customer comes first attitude and making a genuine effort to connect with all customers
* Greeting customers with a smile and a hello as soon as they arrive in the shop
* Directing guests as required for take out orders and dine in service
* Bringing menus to guests and answering questions that arise
* Accurately relaying customers’ orders and specific requests to the kitchen staff
* Ensuring customers are receiving the correct orders before delivering meals to the tables
* Paying close attention to assigned section
* Have knowledge of common food allergies and dietary needs (ie- celiac, vegan, etc)
* Being proactive and anticipating the needs of the cafe and customers.
* Strict adherence to all sanitization and operational protocol, as well as all health and safety regulations
* Ability to gauge customers’ preference and anticipate needs
* Communicate pertinent information to your manager so that the team can respond as necessary during shifts
* Handle complaints and concerns of customers
* Provide food and beverage product knowledge
* Be familiar with menu and modification capabilities, along with daily specials and other information such as local suppliers used
* Use proper serving techniques
* Practice responsible alcohol service
* Perform side duties to ensure adequate restocking of supplies
* Cash out and reconcile cash with total sales
* Maintain a calm demeanor during periods of high volume or unusual events to keep store operating to standard
* Act with integrity, honesty, and work to always promote the culture, values, and mission of Receiver

**Requirements**

* Previous relevant experience as a server is an asset
* Flexible to work various shifts (day/evening/weekends/holidays)
* Knowledge of sanitation regulations
* Flexible to work various shifts (day/evening/weekends/holidays)
* Excellent communication skills, with both customers and coworkers
* WHIMIS Certificate
* Smart Serve Certificate (19+)
* Food Safety Certificate is an asset
* First Aid Certificate is an asset

**Compensation**

* $14-15/hr depending on experience
* 50% off food while working
* 25% off most food, drinks and merchandise when not working
* 25% discount at Cows Ice Cream, Boom Burger, Anne’s Chocolates and Moo Moo Grilled Cheesery
* Tip share

I have read the above job description and understand the requirements of my position. I agree to arrive to work, ready to work, with a positive attitude. I will adhere to all health and safety, as well as cleaning and sanitization polices as outlined in the OHS and Sanitization binders.

I understand that the importance of my position in Receiver Coffee Company and will always strive to uphold the company mission of having a positive impact everyday through a commitment to excellence in products, services, and café environments.

By signing this document, I agree to the responsibilities and duties outlined therein.

