

**Title:** Server

**Reports to:** Bartender Lead

**FT/PT:** Part-time

**Permanent/Temporary:** Temporary, End of August 2022 until May 31, 2023

**Wage:** \$15.65/hour

**Work hours:** Monday to Friday, candidates need to have a flexible schedule

## **Who We Are.**

The Student Association of BCIT is a non-profit student services and advocacy organization at the second largest post-secondary institution in British Columbia. The SA supports and enhances the quality of student life for over 48,000 full-time and part-time students across five campuses. Students lead our organization and drive our strategy. Everything that we do is about increasing the value of the student experience.

## **The Position.**

Reporting to the Bartender Lead, the Server is responsible for giving friendly and efficient service to Pub customers with a positive and professional demeanor, accurate order taking, and the ability to balance different tables needs during the service cycle. You are a team player who helps other staff, especially during busy times. Finally, you clean, and stock as needed.

More specifically, your key duties and responsibilities will be the following:

- Build rapport with customers throughout service cycle with an authentic, friendly, helpful, and professional demeanor
- Ensure customers are satisfied with ordered items and service quality
- Resolve customer complaints and requests; inform management when appropriate
- Develop and maintain a solid product knowledge in order to answer questions
- Monitor customer alcohol intake and refuse service if customer has reached their limit
- Inform management of any difficulties with customers or staff
- Inform customers of upcoming events and promotions within the pub or the greater BCITSA
- Greet and welcome customers, give them menus, inform them of specials, and ID them
- Take accurate food and drink orders, including any modifications or special requests
- Analyze orders and suggest combinations of food items to save customers money
- Suggest additions to orders or extra items when appropriate
- Check food quality and accuracy of order
- Organize and group food items on pass bar
- Deliver order including sauces, cutlery, extra plates, and napkins to tables, and ensure each customer receives items they ordered
- Check on customers soon after they begin eating and throughout meal, taking additional orders and delivering refills
- Present bills to customers
- Thank customers for their patronage at HABITAT

- Input orders into POS terminal under the correct table number
- Ensure the number of customers per table is inputted correctly
- Verbally inform kitchen of any abnormal requests or customers with allergies
- Split up bills accurately according to customer needs and print them
- Carry out sales transactions using preferred method of payment, and close bills promptly
- Perform cash out duties and tip out
- Understand, follow, and enforce all policies and procedures
- Ensure pub is a safe environment for all users
- Fill out incident reports and report to Front of House Manager in a timely manner
- Clear and clean tables after customers leave
- Maintain clean and orderly workstations
- Organize and clean menus, and roll cutlery at the end of shift and during shift, as needed
- Set up tables for big parties
- Perform closing cleaning duties and remove garbage
- Rotate and stock food items and other supplies
- Fill and clean all condiments, and make coffee

Other related duties are the following:

- Support Student Executives and staff members for their respective initiatives
- Assist in training employees
- Assist other staff with duties, especially when busy
- Other related duties as required
- Maintain a professional and friendly demeanor when interacting with any internal or external stakeholders
- Understand and promote our mission and values naturally and know our basic history
- Position includes frequent high-volume periods
- May need to deal with inebriated and sometimes violent customers
- Attend all staff meetings and training sessions as required
- Requires shift work

### **YOU. Our Successful Candidate.**

With an open, engaging attitude and willingness to learn, you are someone who promotes teamwork, hard work, customer service, and accountability in line with our culture and objectives. You are positive, innovative, and resourceful with your abilities to perform job duties, or other tasks you are given. Lastly, building rapport with customers with an authentic, friendly, helpful, and professional demeanor will ensure a happy guest, and hopefully a returning guest.

In addition, you must have:

- High School Diploma or equivalent
- Serving it Right Certificate
- Six months of experience in a similar role
- Ability to work under pressure

- Must be able to lift and carry up to 7kg (15lbs), bend, crouch, climb, and walk and stand for long periods

### Competencies

- Accountability
- Collaboration
- Communication
- Continuous Development
- Creative Thinking
- Cultural Awareness
- Customer Service
- Entrepreneurship
- Leadership
- Organization & Planning
- Problem Solving
- Attention to Detail & Accuracy
- Conflict Management

### What You Get in Return.

We are a fun, dynamic team who are focused on putting forward their best. We focus on collaboration and creating meaningful relationships. Our staff receive discounted parking, 40% off food items, 25% off store items, and free part-time studies courses.

### How to Apply!

Please submit your resume to [jobs@bcitsa.ca](mailto:jobs@bcitsa.ca) with the subject "**SERVER**".

*Thank you to all candidates who apply. Only those selected for an interview will be contacted. BCITSA encourages applications regardless of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, gender identity, or age. We value equity and diversity in the workplace, and the positive impact that it has on our teams. Upon receiving an interview, you may request accommodation for any accessibility needs.*

*BCITSA respectfully acknowledges that the land on which BCIT's main campuses are located is the traditional and unceded territory of the Coast Salish peoples, specifically the shared traditional territories of the Səlilwətaʔ/Selilwitulh (Tsleil-Waututh), Skwxwú7mesh Úxwumixw (Squamish), and xʷ məθkʷəyá m (Musqueam) First Nations.*