



ARBUTUS RIDGE
GOLF CLUB

JOB POSTING – Arbutus Ridge Golf Club and The Satellite Bar and Grille

Position Title:	Server
Department:	Food & Beverage
Reports to:	General Manager
Job Type:	Part Time
Application Deadline:	May 30, 2018
Start Date:	Flexible

The Arbutus Ridge Golf Club is located in the seaside community of Cobble Hill, a 25 minute drive from the outskirts of Victoria, 45 minutes from Nanaimo and just 15 minutes from the cultural city of Duncan. The Bill Robinson design 18-hole golf course is complimented with the renowned GBC Golf Academy, Satellite Bar & Grille and Indoor Tennis Facility. www.arbutusridgegolf.com.

POSITION OBJECTIVE

1. Ensures quality service to all guests with emphasis on cleanliness, efficiency, accuracy, professionalism and courtesy at all times
2. Assist in the day-to-day operation of the Food & Beverage department ensuring that all service requirements are exceeded
3. Assist in attaining the company goals of exceeding our guests' expectations while maximizing revenue potential
4. Successful candidates will also focus on Team Member teamwork and reporting requirements
5. Great opportunity for an individual looking to further their personal development while enhancing their experience and skills in a spectacular environment

DUTIES AND RESPONSIBILITIES

1. **Guest Experience and Service**
 - Ensure each guest receives quality services and products consistently in the Satellite Bar & Grille, or banquet facility
 - Be organized and maintain a positive attitude
 - Team oriented and customer oriented
 - Working effectively with other team members in all departments
 - Ensure all food orders and beverages are presentable
2. **Sales**
 - Cashing in/out accurately and efficiently
 - Provide courteous and efficient service while maximizing sales by up selling and promoting features and specials
 - Maximizing revenue potential of the Food and Beverage Department

3. Expectations

- Arrive to work at the scheduled time, dressed in the provided uniform and adhering to the dress code
- Become knowledgeable and able to answer basic questions about the property, the restaurant, our services and the company

4. Health and Safety

- Adheres to the safety policies in place for team members, as well as Members and guest of the club
- Implement and enforce comprehensive safety program for employees, members and guests on course in compliance with local, municipal and provincial laws.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES

1. Knowledge

- Minimum of two (2) year experience in a food and beverage service role or equivalent background in the food and hospitality industry
- Possess a working knowledge of the POS System
- Must have Serving It Right Certificate
- Background experience in the golf industry is an asset

2. Technical Skills and Abilities

- High level of organizational skills
- Exceptional communication skills
- Quick evaluation and decision making abilities
- Strong comprehension of English Language (oral and written)
- Must be able to work in a fast-paced environment
- Ability to work in an unsupervised environment
- Sales and service experience
- Must be organized and maintain a positive attitude
- Fluency in a second language is an asset but not required

WORK CHARACTERISTICS

- Capable of completing all opening and closing duties
- Serves food and beverages (alcoholic and non-alcoholic) with the strictest adherence to all BC LCLB rules, regulations and guidelines
- Learn all individual menu items, alcoholic, non-alcoholic and food ingredients, method's of mixing or cooking, prep time, accompaniments (if applicable) and prices after taxes
- Will be required to work on a shift basis, including weekends, evenings and holidays when necessary

BENEFITS AND COMPENSATION

- Benefits available after three months of full time employment
- Complimentary Golf & Tennis on a stand-by basis
- Option to purchase goods from the Golf Shop for cost + 10%
- Discount on food in the Satellite Bar & Grille for you and up to three guests

Please send your resume and cover letter to:

Food & Beverage Manager, Michael Brown
mbrown@golfbc.com

Posting closes: May 30, 2018

OUR CORE STANDARDS

Live our core standards – F.I.R.S.T.!

- Friendly and Helpful
- Initiative and Action
- Respect and Dignity
- Sales and Service
- Team and Facility Appearance