

THE WESTIN

RESORT & SPA
WHISTLER

POSITION DESCRIPTION

POSITION TITLE: In Room Dining Server

REPORTS TO: Assistant Outlets Manager

SUPERVISES: n/a

UPDATED: July 2016

OVERVIEW:

The In Room Dining Server is responsible for delivering meals to guest suites to provide an in-room dining experience to our guests. Deliver guest amenities and handle guest in room dining requests.

MAJOR DUTIES & RESPONSIBILITIES:

- Prepare room service trays and tables in accordance with guests' orders, ensuring the set-up and delivery of meals and beverages is consistent with departmental standards
- Assist with table and tray removal service
- Complete all side work and ensure cleanliness and orderliness of table linen, dishes, silverware, etc.
- Pre-set tables/trays for morning rushes
- Pre-stock work station with necessary items
- Deliver items to rooms when needed
- Break down dirty dishes when returned and send to stewarding area
- Be knowledgeable about all menu items, including preparation and ingredients and pricing
- Set up and deliver all guest amenities
- Comply with WRS's Occupational Health and Safety Program and the Regulation of WorkSafeBC

- Report any unsafe conditions, practices or injuries to their supervisor as soon as possible

MAJOR DUTIES & RESPONSIBILITIES CONT'D...

- Set a good safety example
 - All other duties as assigned
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SKILLS AND EXPERIENCE:

- Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
 - Must be able to build and maintain credibility and relationships with customers (internal and external)
 - Basic computer knowledge (Starguest, Micros, Outlook)
 - Previous experience in a similar role in a similar size/type of property
 - Knowledge of hotel food and beverage operations
 - Knowledge of food and alcoholic beverages
 - Excellent problem solving skills
 - Strong attention to detail and the ability to handle multiple tasks
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GENERAL REQUIREMENTS:

- Serving It Right Certificate
 - Must be able to stand and exert well-paced mobility for up to at least 8 hours in length
 - Must be able to lift up to 20 lbs. occasionally
 - Must have the ability to bend, squat and lift up to 50 lbs., including, but not limited to, lifting trays of food or food items on a regular and continuing basis
 - Must be able to push and pull carts and equipment weighing up to 100 lbs. frequently
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