

Dining Room Server - 2021



Objective: Whaler's Cove Lodge servers are standard waiters and waitresses with assigned zones and tables to cover. Anticipating the needs of the guests and responding politely to their requests are common required tasks. The Server shall be responsible for providing prompt and courteous meal service and assistance to guests. Each server is responsible for maintaining work areas in a clean and orderly manner and assures that quality food service is provided at all times. Servers are the ambassadors between the kitchen staff and the guests. The Server's primary functions are to interact with guests of the dining room and lodge, provide genuine warmth and hospitality, and to deliver world class service.

Main Duties:

- The Dining Room Server is hired by and reports to the Front of House Manager.
- Exhibits strong menu, beverage, and lodge knowledge. If there is something that you don't know, know where to quickly get the answer.
- Provide outstanding service to our guests. Exceed their expectations.
- Knowledge of Etiquette a must!
- Handles all opening and closing duties required to operate the restaurant, including but not limited to ensuring that all stocking is done, the dining room is clean, break down and set up of buffets, beverage stations, table resets, and resets of dining space.
- Communicates all necessary and important guest information with the Food and Beverage Management Team.
- Promote environment conducive to teamwork.
- Support co-workers when you can.
- Maintain an open line of communication with the culinary staff, other servers, and management.
- Ask for help when you need it.
- Attend all scheduled meetings, trainings, and events.
- Smile, be pleasant, and great all our guests, using their names whenever possible.
- Adhere to grooming and uniform standards as mentioned in the WCL Employee Handbook.
- Adhere to the WCL Employee Handbook, policies & procedures.
- Handle customer complaints to the best of your ability. Ensure that the Head Chef, Sous Chef, or Kitchen Manager are involved when necessary.
- Lights the Chaffers 35-minutes before service time and sees to it that the buffet areas are well organized and clean.
- Prepares the coffee and condiments.
- Prepares and maintains the mixing station.
- Monitors that the buffet area is well-stocked and clean. Also inspects the floor area frequently, especially main walkways, for any spills and makes sure it is cleaned immediately.
- Helps clear the tables of used plates and utensils assuring that there are no used plates around that the Guests no longer need.
- Refills condiments and beverages.
- Makes sure the buffet food is fresh and hot, and replenished, in cooperation with Prep Cooks.
- Works with Chef and Sous Chef to ensure timeliness and accuracy of plated food orders and service.
- When the meal period is done, makes sure that the entire front of house is sanitized and prepped for the following meal.
- Insures that the cabinets are sanitized, stocked and organized.
- Handle plate ware and glasses carefully and in a sanitary manner. Avoid breakage by carefully sorting for the dishwasher when dropping of dirty plates. Wipe debris into trash beforehand. Don't let cutlery go into the trash.
- Timeliness and time management are imperative.

Requirements

Must be over 18 years of age

High School Graduate or GED

Minimum of 5 years plated serving experience

Split Shifts

Must hold a current Alaska Food Worker's Card or Serv Safe

Positive attitude and good work ethic

Compensation

\$2500 – \$2800 per month, to start, DOE

+ TIPS

This position is provided with room and board.

Travel benefit to and from Alaska and the lodge is reimbursed upon successful completion of full operating season.

Season begins approximately June 20th, 2021 through September 20, 2021.

Your application will only be considered with a complete submission of your Cover Letter and Resume to:

Whaler's Cove Lodge

PO Box 101

Angoon, AK 99820

wclapplicant@gmail.com

907-723-3901 business line

Together, this Job Description and the Employee Handbook constitute the expectations of our Dining Room Servers and are considered a mutual agreement between employee and the lodge.

Employment at Whaler’s Cove Lodge is “at will”; Whaler’s Cove Lodge is an “at will” employer.

Name: _____

Address: _____

Address Line 2: _____

City: _____ State: _____ ZIP: _____

Signature: _____ Date: _____

Department Manager Signature: _____ Date: _____

HR use only	
WC code	9058
AK Occupational Code	98-35-3031
Generic title	Waiter/Waitress
Pay grade	\$ per hr/month
Management? (Yes/No)	No
E/NE status	