

Front of House - 2025



The primary responsibilities of the Front of House (FOH) team are to provide our guests with a clean, relaxing, and satiating dining experience and to provide genuine warmth and hospitality while maintaining a professional decorum.

Whaler's Cove Lodge FOH team incorporates multiple FOH duties in their daily routine including: being a liaison between the guests and kitchen; host/hostess; wait staff with assigned zones and tables to cover; food expediter; and busser. Due to the remote location of the lodge, all restaurant staff (BOH & FOH) are required to rotate dish duty.

Main Duties:

- The Front of House team works under the supervision of the FOH Lead.
- Exhibits strong menu, beverage, and lodge knowledge. The lodge works on a rotating menu.
- Provide outstanding service to our guests. Exceed their expectations.
- 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 sanitary and in good order, 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.
- Be pleasant, and greet our guests, using their names whenever possible.
- Adhere to grooming and modest uniform standards as mentioned in the WCL Employee Handbook.
- Prepare the coffee and condiments.
- Prepare and maintain the continental breakfast station, waffle station, coffee station, and mixing station in collaboration with Prep Cooks.
- Inspect the floor area frequently, especially main walkways, for any spills and makes sure it is cleaned immediately.
- Clear the tables of used plates and utensils, in a timely and courteous manner, assuring that there are no used plates around that the Guests no longer need.
- Refill condiments and beverages.
- Work with Head Chef and Sous Chef to ensure timeliness and accuracy of plated food orders and service.
- When the meal service is done, make sure that the entire front of house is sanitized and prepped for the following service.
- Ensure that the cabinets are sanitized, stocked and organized.
- Handle plate ware and glasses carefully (minimal breakage) and in a sanitary manner.
- Timeliness and time management are imperative.

Unique Duties:

- All crew enjoy the same meals as the guests. Crew dining times are staggered around guest meal service.

Requirements

- Must be over 21 years of age.
- High School Graduate or GED.
- Minimum of 5 years prior serving experience: plated experience required.
- Working knowledge of serving etiquette.
- Split Shifts; 9-11 hr days.
- [Alaska Food Worker's Card](#).
- Season runs approximately June 5th through September 18th.
- Positive attitude and good work ethic.
- Background check required.
- Positive references performing similar duties.
- Non-smoker.
- Ability to regularly lift 20lbs up to 50lbs.
- Ability to be working on your feet (standing, walking, carrying items) for 9-11 hours per day.

Preferred

- French, family style, and buffet experience appreciated.
- AA in Hospitality Management.
- Sommelier experience.
- Servsafe Certification.
- First Aid/CPR Certification.

Compensation

- Salary is commensurate with experience.
- Tips are pooled.
- Private room provided (no room shares).
- Board provided.
- Travel benefits to and from Alaska can be earned.
- Other benefits or perks disclosed during interview.

Email Cover Letter / Letter of Interest and Resume to: wclapplicant@gmail.com

907-723-7057 Business Line

Whaler's Cove Lodge is an Equal Opportunity Employer