



Harrison Hot Springs Resort is currently recruiting for the position of **Room Service Server**.

About our company:

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Reports for work at scheduled time, groomed and in a complete clean and pressed uniform.
- Maintains hospitality standards of the Resort through excellent product knowledge.
- Greet patrons, present menus, make recommendations and answer questions regarding food and beverages.
- Delivers guest orders in the specified time period.
- Serves the guest according to standards of the Resort.
- Presents check to the guest in folio and accept proper payment.
- Maintains proper stock in the Room Service area.
- Maintains cleanliness of the work area, including hallways.
- Clears all trays and trolleys from the halls quickly and efficiently.
- Replenishes the workstation for the next shift.
- In the absence of the Room Service Operator answers the phone and accepts guest orders according to Resort standards.
- Maintains Room Service safety and sanitation.
- Knows and adheres to all liquor laws as laid out in Serving It Right.
- Knows and adheres to all Resort and company policies, procedures and standards.
- Maintains an attitude of friendliness, courtesy and professionalism to all guests and associates at the Resort.
- Observes the condition of room service and reports all needs or deficiencies to the room service operator.
- Ensures proper standards are maintained and reports concerns or deficiencies to the Room Service Operator.

- Take orders and relay to kitchen and bar staff.
- Recommend wines that complement patrons' meals.
- Order and maintain inventory of wines and wine glassware.
- Perform sensory evaluation of wines.
- Some stress resulting from daily guest interactions (internal and external), budgetary, and time constraints.
- Completes any other job related duties that may be assigned from time to time.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

- High School Diploma or General Education Degree (GED).
- Serving It Right certificate.
- Food Safe Level 1 certificate.
- 1 year previous serving experience and/or training, preferably in a resort environment.
- Excellent customer service is essential.
- Ability to work independently and as part of a team.
- Ability to speak, read, write and understand English with associates or guests in the Resort.
- Ability to apply common sense understanding to carry out instructions given in written, oral or diagram form.
- Ability to deal with problems involving several different variables.
- Ability to prioritize tasks to ensure maximum efficiency.
- Previous guest relations experience and/or training; or equivalent combination of education and experience.
- Ability to read and interpret documents such as procedure manuals, safety rules, operating and maintenance instructions.
- Ability to write routine messages and orders.
- Ability to carry up to 25 pounds to and from rooms.
- Ability to walk and stand for an 8 hour shift.
- Ability to up-sell when opportunity presents itself.
- Ability to interpret menu items and explain wines.
- Being multi-lingual is an asset.
- Flexible to changing shifts.

Interested, qualified candidates are invited to submit their resume and cover letter to hshsr@harrisonresort.com or facsimile at 604-796-4712.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at HarrisonResort.com.