

**JOB POSTING – Nicklaus North Golf Club  
and Table Nineteen Lakeside Eatery**



**Position Title:** Server  
**Department:** Food & Beverage  
**Reports to:** Food & Beverage Services Manager  
**Job Type:** Seasonal  
**Application Deadline:** March 31<sup>st</sup>, 2018  
**Start Date:** May 3<sup>rd</sup>, Flexible

*Nicklaus North's impressive clubhouse is home to an extensively stocked Golf Shop and Table Nineteen Lakeside Eatery. The breathtaking scenery, inspired west coast cuisine and exceptional service make Table Nineteen at Nicklaus North one of the premier locations for everything from fine dining, to casual dining to weddings and corporate events. The 4000 square foot lakeside patio is truly one of the world's most idyllic settings to enjoy a superb meal with friends. Table Nineteen is open May to mid October for the golf season and then mid December to mid March for the winter season.*



**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 & Service**
  - Ensure each guest receives quality services and products consistently in the Den Restaurant and Lounge
  - Be organized and maintain a positive attitude
  - Team oriented and customer oriented
  - Working effectively with other team members in all departments
  - Ensure all beverages are presentable
  - Ensure all items are stocked and holders are replaced or cleaned frequently
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 15 minutes before 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**

- Ensure that the service bar top remains clean, sanitized, organized and free of any debris and clutter
- 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**

- 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
- Server must be aware and capable of gauging prep time according to volume of business
- Must have Serving It Right Certificate
- Background experience in the golf industry is an asset
- 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

**TO APPLY**

Please send your resume and cover letter to:

Justine Gordon, Food & Beverage Manager

[jgordon@golfbc.com](mailto:jgordon@golfbc.com)

Application Deadline: March 31, 2018

Start Date: May 3<sup>rd</sup> - Flexible

**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