

Schedule "A"

Job Description

Server

At OPAL, we are leading the way in redefining seniors' living. We build and manage innovative communities that provide the highest quality of life for seniors and keep families together.

Our Values and Philosophy guide our business and are represented by the word IMPACT: Integrity in our actions, Mentorship of our people, Passion for our industry, Accountability to our customers, Creativity in our approach, and Teamwork that focuses on collaboration.

As you do your job, focus not only on what you need to accomplish but think about how you will live these values in your day to day work. What kind of IMPACT will you have as our Server?

YOUR ROLE

As a Server, you'll be responsible for providing an exceptional dining experience to all residents and guests by being thoroughly knowledgeable about the menu and by facilitating genuine connections with them.

Ensuring that all guest's needs are taken into consideration and that they are treated in a caring and professional manner is an integral part of this role.

YOUR ACCOUNTABILITIES

- Take food orders and serving residents and guests specific meals or beverages
- Perform fine dining services and related activities in a professional and courteous manner
- Describe the selection of food and beverage menu items by offering interesting and vivid descriptions of each item's taste and prep methods
- Coordinate food timings and transporting items to the guest table in a timely manner to ensure proper food quality and dining experience
- Work in a flexible schedule including days, evening, weekends and public holidays
- Process orders using POS system
- Accurately close guest cheques and processing cash and card payment
- Breakdown, clean and set-up furniture, buffets, and food stations
- Comply with all public health regulations
- Perform other duties as requested by the Food & Beverage Manager and General Manager

YOUR CAPABILITIES

Education:

- High school diploma or GED

- Serve It Right Certification

Experience:

- One (1) year of serving or hosting experience
- Experience working in a fast-paced environment with the ability to multitask
- Experience with POS and payment systems would be an asset

Skills:

- Written and oral communication skills in English. Being multilingual is an asset

Behaviours:

- Think like an owner. While profit is important, it will not be at the expense of the resident or employee experience. Do what is right for people and the profit will follow.
- Take pride in your work. Do your very best.
- Willingly help out team members even if it isn't your job. Share ideas and feedback that will help the team perform at it's best. Recognize the efforts of others on the team. Accept feedback constructively.
- Build trusted resident relationships. You listen for understanding, maintain confidentiality and deliver on your commitments.
- Possess empathy for and understanding the needs of seniors and operate with a professional and courteous demeanor.
- Champion the Opal culture. You know that the resident experience and employee experience drives sustainable business performance and you actively live by the IMPACT values every day.

Visa Requirements: Applicants must be legally able to work in Canada.

YOUR WORK ENVIRONMENT

Physical Effort:

- Constant standing and walking throughout shift
- Frequent lifting and carrying up to 50 lbs
- Frequent kneeling, pushing, pulling, lifting
- Occasional ascending or descending ladders, stairs and ramps

Work Hours:

- Able to work flexible hours including weekdays, nights and weekends

Physical Environment:

- Kitchen, restaurant, bar/lounge, off-site catering

YOUR REPORTING RELATIONSHIPS

Job Title of Immediate Manager: Director of Hospitality

Job Title of Next Level Manager:

Jobs Reporting to You: N/A