



TEAM MEMBER PROFILE

Our Mission To be the recognized leader in providing **great golf experiences, exceptional team performance, and a sound return on investment...every day**

POSITION TITLE:	Restaurant and/or Banquet Server
DEPARTMENT:	Food & Beverage Department
COURSE:	Furry Creek Golf Club
REPORTS TO:	Food & Beverage Services Manager

COURSE PROFILE

Located between Vancouver and Whistler on the Sea to Sky Highway, Furry Creek is best known as BC's most scenic golf course. Furry Creek is an 18 hole public course with breathtaking beauty, dramatic play and first class facilities. The award winning clubhouse, which includes the Sea to Sky Grill, is an ideal location for corporate events and special celebrations. As a proud member of the GolfBC group (www.golfbc.com), Furry Creek is among world-class courses across British Columbia and on the celebrated Hawaiian Island of Maui. The GolfBC Group is simply the finest collection of golf courses created for true golf connoisseurs, and is dedicated to providing memorable guest experiences.

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

STRUCTURE

Reports to: Food & Beverage Services Manager
Direct Reports: Food & Beverage Supervisors

DUTIES AND RESPONSIBILITIES

1. Guest Experience & Service

- Ensure each guest receives quality services and products consistently in the Lakeside Grill Restaurant, lounge or banquet facility
- 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 at the scheduled time, dressed in the provide 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

Knowledge

- 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

Skills and Abilities

- 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

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

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*

Please send your resume and cover letter to:

Roger Lewis, F&B Services Manager

150 Country Club Road

Furry Creek, BC V0N 3Z2

Email: rlewis@golfbc.com

Fax: 1.604.896.2327