



## JOB POSTING – THE ARBUTUS RIDGE GOLF CLUB & THE SATELLITE BAR & GRILLE

<b>Position Title:</b>	<b>Server</b>	<i>The Arbutus Ridge Golf Club is located in the seaside community of Cobble Hill, a 25 minute drive from the outskirts of Victoria, 45 minutes from Nanaimo and just 15 minutes from the cultural city of Duncan. The Bill Robinson design 18-hole golf course is complimented with the renowned GBC Golf Academy, Satellite Bar &amp; Grille and Indoor Tennis Facility. Employer of the Year Award, Tourism Vancouver Island 2017 <a href="http://www.arbutusridgegolf.com">www.arbutusridgegolf.com</a>.</i>
<b>Department:</b>	<b>Food &amp; Beverage</b>	
<b>Reports to:</b>	<b>Food &amp; Beverage Manager</b>	
<b>Job Type:</b>	<b>Part-Time</b>	
<b>Application Deadline:</b>	<b>Flexible</b>	
<b>Start Date:</b>	<b>Flexible</b>	

### **About the Arbutus Ridge Golf Club, Satellite Bar & Grille & GBC Golf Academy**

The Satellite Bar & Grille offers a casual lounge, upscale dining room and wrap around patio with views of nearby islands surrounding the Satellite Channel. The Mount Baker banquet room provides panoramic views and is one of the most desired Wedding, Meeting and Banquet facilities on Vancouver Island. The GBC Golf Academy showcases award winning instruction, a full length practice facility with five target greens and two short game areas.

Arbutus Ridge is an environmentally friendly employer led by its Team Member Greening Committee and Par 0 Carbon Footprint Project. Arbutus Ridge is owned and operated by the GolfBC Group ([www.golfbc.com](http://www.golfbc.com)), selected as "runner-up" for the 2008 'Employees First' Award. The 'Employees First' award is presented each year to a BC tourism employer to recognize exceptional standards of excellence in human resources and people management.

### **JOB SUMMARY**

---

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

### *Our Mission*

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

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 TASKS

---

1. **Guest Experience & Service**
  - Ensure each guest receives quality services and products consistently in the Satellite Bar & Grille, 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 food orders and beverages are presentable
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 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**
  - 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.

## PROFESSIONAL & TECHNICAL KNOWLEDGE AND SKILLS

---

### 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
- 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

## BENEFITS AND COMPENSATION

---

### Benefits

- Benefits available after three months of full time employment

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

- Complimentary Golf & Tennis on a stand-by basis
- Option to purchase goods from the Golf Shop for cost + 10%
- Discount on food in the Satellite Bar & Grille for you and up to three guests

2.

#### **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:**  
**The Arbutus Ridge Golf Club, Cobble Hill, BC V0R 1L4**  
**mbrown@golfbc.com**  
**Attn: Michael Brown**

#### *Our Mission*

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