



## Inn at Laurel Point

Co-op Education Employer of the Year Award, Camosun College (2018)  
Outstanding Workplace of the Year Award, Chamber of Commerce (2018)  
Employer of the Year Award, Tourism Vancouver Island (2018)

Are you interested in joining the leading culinary hotel in Victoria? We offer a fun work atmosphere that promotes creativity & career development, and boasts a team of energetic, passionate food & beverage and culinary professionals. If this sounds like you, we'd love to meet you!

**Job Title:** In Room Dining Server

**Job Status:** Permanent. Hours worked per week will vary based on hotel occupancy

**Job Requirements:**

- Flexible availability for shift work: in high season, day shifts begin as early as a 6:30am and evening shifts may end as late as midnight; servers will be required to work a mixture of day and evening shifts
- Must be fully available to work weekdays, all weekends and all statutory holidays
- Must be able to lift 30lbs on a regular basis
- Must have Canadian work permit to apply (if non-resident of Canada)

**Wage:** \$12.49/hr to start, plus gratuities; \$14.57/hr after 6 months, plus gratuities; \$16.65/hr after 1 year, plus gratuities

**Summary of Position:**

To represent the Inn at Laurel Point in all guest interactions as an "Elegant, Pacific Rim Inspired waterfront inn where memories are created." The In-Room Dining Server is responsible for receiving, recording and expediting all room service orders while ensuring quality service and guest satisfaction is maintained.

**Responsibilities:**

- Process room service orders from start to finish, which would include: receiving and delivering room service orders; entering orders using MICROS; setting up trays; processing payments; retrieving trays
- Set-up and delivery of "Special Favours", welcome cards, and other items to guest rooms
- Has good working knowledge of the POS system and payment machines in order to provide efficient and accurate ordering and billing
- Ensure all items are delivered in a timely manner
- Maintenance and closure of the Live Inn Room space
- During shoulder and off seasons, assistance with bar portering duties such as ice, stock, garnish preparation etc.
- Assist other servers where possible with serving, bussing and table maintenance if they require help. Promptly asks for help when necessary
- Maintain knowledge of food & beverage menus, including features, kitchen glossaries and technique to deliver accurate information to guests and self educates and acquires knowledge about food and wine

- Communicate effectively with guests, supervisors and co-workers using appropriate etiquette and language and works in cooperation and harmony with all colleagues, supervisors and other departments to execute duties and responsibilities with due diligence
- Has good knowledge of Inn facilities and city attractions for the benefit of enquiring guests
- Complies with the Inn at Laurel Point's policies and procedures

#### **Qualifications:**

- Previous Serving experience an asset
- Ability to work without constant supervision
- Strong communication and telephone etiquette skills
- Must be energetic, enthusiastic and team oriented
- Must be personable and professional
- Foodsafe Level 1 & Serving It Right required
- Must be able to embrace the 4 core values of the Laurel Point Inn: Excellence, Respect, Curiosity and Stewardship

**Reports To:** Director of Food & Beverage/Food & Beverage Manager

**Apply Now!** Please email your resume to Ann Reeves, Human Resources Manager at [careers@laurelpoint.com](mailto:careers@laurelpoint.com). For more information contact Ann directly at 250-414-6726. Thank you for considering Inn at Laurel Point as your employer of choice!

#### **What's in it for you?**

- Competitive Wages
- Comprehensive medical and extended health benefits package
- Employer-sponsored RRSP contribution program
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- AURA waterfront restaurant + patio staff discount - 50%
- Friends & Family hotel discount (*so you can show off your amazing workplace*)
- Candidate referral bonus - \$300
- Industry discounts
- Workshops
- Skill and advancement training programs
- Shower and locker facilities

#### **Summary of Company**

Inn at Laurel Point is an elegant, Pacific Rim-inspired waterfront hotel located downtown on Victoria's Inner Harbour. It was the first carbon-neutral hotel in BC and, Condé Nast Traveler has rated the Inn as one of the top 25 hotels in Canada. For more information visit [www.laurelpoint.com](http://www.laurelpoint.com).