



Position Title: Special Events – Server (Casual / On Call)
Department: External Rentals
Immediate Supervisor: Manager of External Rentals

Nature and Scope

External Events Staff are responsible for consistently providing high levels of customer service to guests by ensuring prompt service of food and beverages and perform duties in a friendly and professional manner at all times. Events Staff ensure an overall enjoyable guest experience and continuously strive to meet or exceed the School's reputation for excellence.

Duties and Responsibilities

- Set up the dining area per customer requirements; this may include moving tables and chairs;
- Proper setting of tables according to the School's standard specifications; adjustments may be required due to specific client needs; ensure all items are clean, undamaged and in a good state of repair;
- Ensure 'prep' is complete before client arrival;
- Serve appetizers, main meals, desserts and beverages;
- Bus tables and assist with cleaning duties; dishwashing services may be required from time to time according to operational needs;
- Man and serve meals from a food station for buffet style events or provide table service for plated events;
- At times, may be required to provide beverage service, either bar style or table service;
- Attend to customer questions or complaints satisfactorily; always attentive and accommodating to guest needs;
- Attend to the tables in a courteous manner and adhere to cleanliness standards;
- Work cooperatively with co-workers and supervisors;
- Work diligently to achieve outstanding service quality;
- Maintain the highest standards of personal hygiene and dress;
- Keep busy and recognize work to be done – bussing / serving / restocking work stations with needed supplies; clear dirty dishes, set tables, and otherwise assist others.

Qualifications / Experience

- High school diploma; food safety training a plus;
- Serving it Right certification and previous serving and/or banquet experience are considered assets;



Skills / Knowledge / Attributes

- Ability to build relationships with colleagues and customers and ensure mutual satisfaction;
- Ability to pre-empt client needs an asset;
- Customer-focused and demonstrates outstanding people skills;
- Detail oriented, particularly with table set up and cleanliness;
- Proven ability to prioritize, plan, and organize within the scope of the job;
- Ability to adhere to cleaning procedures and hygiene requirements;
- Patient and friendly with demonstrated problem solving experience;
- Professional appearance and manners;
- Strong work ethic; able to work independently and positively within a team environment
- Able to effectively and tactfully communicate with others;
- Good physical condition

Working Conditions

- Successful clearance of a Criminal Record Check is a condition of initial and ongoing employment;
- Fast-paced environment that operates 7 days a week. Day / afternoon / evening shifts of irregular and varying duration, including weekends, with additional hours required according to operational needs;
- The work environment and the responsibilities of this position provide for a high degree of self-direction in setting work priorities;
- At times, this may be a physically strenuous and demanding job, lifting or moving up to 50 lbs. may be required; reaching, bending, twisting, periods of prolonged standing, and repetitive tasks
- Carrying trays of food, glassware, in front of body, flat hand or lifting and carrying with the finger tips;
- Overtime as required;
- Moving toward a scent free environment;
- May be exposed to hot and cold temperatures;
- Must maintain a flexible approach to working hours; days/hours of work vary depending on event schedules;
- Must be legally entitled to work in Canada.

Qualified applicants should forward their applications, including cover letter and résumé, to the attention of Human Resources, posting will remain open until positions filled.

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While we thank all applicants for their interest in this opportunity, we will only be in direct contact with those applicants who are selected for interview