



FOOD & BEVERAGE SERVER JOB ADVERTISEMENT & DESCRIPTION

FOOD & BEVERAGE SERVER

Powder King Mountain Resort prides itself on delivering the best experience possible to our guests and Staff members which is why we spend a lot of time finding the right person for employment opportunities – are you that person that is highly skilled, passionate about winter, able to provide exceptional customer service who has a “can, will, do attitude”?

Nestled in the pristine wilderness of the Canadian Rockies, Powder King Resort offers the best of the great outdoors. This hidden gem boasts an amazing annual snowfall of 41 feet and terrain that ranges from breathtaking drops for the adventurous skier, to the gentle groomed slopes of beginner runs.

We have a full-time seasonal (mid-November – mid-April) career opportunity for the right person. The Powder King Team is in search of Food & Beverage Servers who will act as a Powder King Host and Ambassador and will work as part of a team in our Food Services Department that provide mountain guests with exceptional culinary and customer service experiences.

Key Overall Responsibilities:

- Maintain a professional attitude and represent Powder King Mountain Resort values
- Act as a Powder King Host and ambassador on and off the hill.
- Adhere to the Alpine Responsibility code at all times,
- Wear proper assigned uniform.
- Exceed expectations by going out of your way to assist all guests, being courteous, friendly and informative, ensuring the ultimate customer service experience on the mountain.
- Answer guest inquiries and resolve problems quickly and effectively.
- Foster an atmosphere of safety and co-operation, and promotes positive teamwork amongst your team members as well as in all other Powder King Mountain Resort locations.
- Carry out other related duties as assigned.

Position Specific Responsibilities:

- Promptly provide customer service and assistance to guests as required.
- Take customers’ food and drink orders.
- Ensure that all orders are accurate and brought to each table in a timely manner.
- Suggest appetizers and meals to customers based on the menu and specials.
- Work closely with restaurant management to immediately address all customer concerns and create a pleasant dining experience.
- Confirm orders with the chefs and bartenders whenever a clarification is requested.
- Assist with setting tables and rearranging tables to accommodate larger parties.
- Accurately and efficiently operate Point of Sale system.
- Ensure feedback and relevant information is provided to the Food & Beverage Manager so that continuous improvement in the department is achieved.

Qualifications:

- Serving It Right (or ability to achieve).
- Food Safe Level 1 (or ability to achieve).
- Skilled at providing and creating exceptional customer service opportunities.
- Prior Food & Beverage serving experience.
- Comfortable using Point of Sale systems.



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- Able to work in a fast paced environment.
- Effective communicator and problem solver.
- Positive personality with a continuous improvement / opportunity creating mindset.
- Able to develop and maintain effective relationships between and across other departments.
- Able to reason and react with quick, thoughtful judgment, while remaining calm under pressure.
- Energetic, professional, attentive to detail.

Wages:

Wages dependant on experience and training.

We offer:

- Staff season's pass.
- Very affordable accommodation option.
- Staff discounts.
- A unique and remote mountain ski resort experience with a group of people passionate about mountain lifestyle!

To apply: send your resume and cover letter via email to: jim@powderking.com