



- A. Position:** Restaurant Service Staff
- B. Responsible to:** Restaurant Manager, Food and Beverage Director, Executive Chef
- C. Direct Reports:** Restaurant Host / Support Staff
- D. General Purpose:**

The restaurant service staff maintains the highest level of professional service, quality, and sanitation standards. The service staff works with a degree of independence and is responsible for making decisions requiring sound judgement and must be familiar with MCGC policies and standards. The ability to fill in service gaps throughout entire guest visit is crucial. Create the ultimate guest experience and creatively showcase the products offered at Morgans Restaurant and Wine Bar.

E. Key Responsibilities:

- Greet guests at front door and welcome them to Morgans Restaurant and Wine Bar
- Present him/herself professionally, e.g., clean clothes, well groomed, smiling
- In depth knowledge of the Food, Wine, Beer and Liquor program
- Input orders into the POS system, with accuracy and efficiency, making note of special requests, modifiers, allergies
- Settle all transactions accurately, applying applicable discounts
- Busses and resets tables (reset target 3 minutes)
- Manages the reservations with direction from the restaurant manager. This includes confirming reservations via telephone and email, updating Reserve Interactive.
- Work with the restaurant hosts and restaurant manager to organize and facilitate pick up orders through the Curbside Dining Program
- Assist with keeping service stations stocked
- Helps maintain cleanliness and safety standards in restaurant reception and other areas
- Actively promote and exhibit enthusiasm in the workplace
- Exhibits professional phone etiquette, and accuracy with details
- Clearly identify guest experience priorities and manages time effectively and efficiently to accommodate their needs
- May assist in monitoring or guiding new restaurant staff
- Promote safety and security of coworkers, guests, building, and assets utilizing procedures and policies developed by MCGC
- Demonstrate continuous effort to improve operations, streamline work processes and work cooperatively and jointly to provide quality, team orientated guest service
- Provide feedback to management on effectiveness of sales and marketing initiatives

- Provides accurate and concise information to kitchen team
- Liaises with the banquet service team, as necessary, regarding banquet events in the clubhouse.

F. Knowledge and Skills:

- A thorough knowledge of the Steps of Service
- Knowledge of the correct service temperatures of prepared foods
- Ability to work in a fast-paced environment
- Effective time management skills
- Knowledge of health and safety regulations, including WHMIS
- Serving It Right certificate