

Job Title	Server	Classification	Grid Level 7
Department	Precinct Services	Position #	DR5002
Reports to	General Manager, Parliamentary Dining Room	Date Updated	September 2023

PROGRAM AND STRUCTURE

Legislative Assembly staff provide non-partisan services to the institution of Parliament and its elected members in the areas of procedural advice, administrative support and information services. The Legislative Assembly is an autonomous employer, separate from the administrative framework of government ministries and agencies, which operates under the authority of the *Constitution Act* and the *Legislative Assembly Management Committee Act*.

DEPARTMENT SUMMARY

The Precinct Services department is responsible for a variety of services in support of the Legislative Precinct buildings and grounds. Primary services include long-term capital planning and infrastructure development, facilities and property management services, including maintenance, repair and cleaning of the Precinct buildings and grounds, and food services. Precinct Services is also responsible for the provision of oversight, training, and support to Legislative Assembly departments in the areas of procurement and contract management.

The Parliamentary Dining Room operates year-round to serve Members and their guests as well as caucus and Assembly staff, members of the press gallery and the public. Through service excellence, high quality cuisine and exceptional surroundings the dining room is committed to creating an inclusive atmosphere and connection with MLAs, visitors, and the local community.

JOB SUMMARY

Reporting to the General Manager, Parliamentary Dining Room (GM), the Server provides food and beverage service to guests, as well as hosting and cashier duties ensuring guests are welcomed and fine dining standards are met. As a member of the food services team, this position will also provide service in other settings within the Legislative Buildings including the Ned DeBeck Lounge, meeting rooms and Parliamentary Grab n’ Go (PGNG) Kiosk.

KEY RESPONSIBILITIES

- Provides excellent customer service to guests ensuring food and beverage service is delivered in an efficient and courteous manner including organizing and assisting with “take out” orders.
- Maintains knowledge of menu offerings and responds to guest inquiries to assist with their order selections.
- Resolves customer/guest complaints and escalates issues to supervisor appropriately and to ensure problems are satisfactorily resolved.
- Prepares and serves side dishes, condiments, deserts, and beverages including alcoholic drinks.
- Utilizes the P.O.S. system to place orders and record transactions accurately.

- Sets up tables and arranges china, flatware, glassware, linen, and other items related to food and beverage service as well as cleaning duties.
- Ensures service supplies and food inventory are organized and accounted for per established procedures.
- Monitors food and beverage supplies and related service items, and plans and requisitions supplies to ensure efficient, high quality guest service.
- Performs cleaning duties and ensures all work areas, equipment, and utensils are organized and maintained in a clean, tidy, and secure manner always.
- Performs PGNG Kiosk duties as required including opening and closing procedures.
- Performs dining room hosting and cashier duties as required including managing reservations, seating guests and coordinating server duties to ensure efficient, professional service.
- Receives payment by cash, credit/debit cards and vouchers, makes change in Canadian dollars, and issues receipts, refunds and credits.
- Responsible for inventory of products carried in the PGNG Kiosk and allowing the least amount of waste possible.
- Manages opening and closing procedures and guest/customer payment transactions.
- Prepares accurate guest checks, validate sales and manage cash floats.
- Performs other duties as assigned within scope of work.

ORGANIZATION STRUCTURE

Clerk of the Legislative Assembly of BC

Executive Financial Officer

Director, Precinct Services

General Manager, Parliamentary Dining Room

Server

SELECTION CRITERIA

EDUCATION, TRAINING & EXPERIENCE

- Minimum 2 years' experience in a hotel, restaurant or private club facility.
- Serving it Right Certificate.
- Experience with food service POS system or similar.
- FOODSAFE Level 1 Certificate considered an asset.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of proper food handling and sanitation standards.
- Knowledge of POS system.
- Understanding and appreciating of different cultures.
- Excellent verbal and written communication skills for liaising and communicating with visitor, vendors, clients and internal staff.
- Excellent organizational and POS system skills.
- Ability to prepare guest checks, validate sales, manage cash floats, calculate sums and make correct change.
- Ability to communicate in a courteous, professional and tactful manner.
- Ability to provide exceptional customer service.
- Ability to maintain professional and cooperative working relationships with others.

- Ability to perform the physical requirements of the position including bending, reaching, and prolonged standing and walking.
- Ability to work in a fast-paced environment.
- Ability to work flexible hours.