



OAK BAY
BEACH HOTEL

Server – Snug Pub

Servers are responsible for ensuring excellent customer service through being consistent, organized and professional at all times. Servers are expected to maintain a gracious manner with all guests and uphold our high level of service.

Responsibilities:

- Provide all guests of hotel with consistent service
- Motivate and engage team members to consistently deliver the best possible service to guests at all times.
- Actively lead by example in the Snug maintaining a supportive, positive and engaging profile
- Resolve guest concerns efficiently and courteously
- All other duties as assigned that will assist and support the mandate of the Hotel and its ongoing success.

Qualifications:

- Minimum 3 year serving experience in a similar environment
- Strong working knowledge of hospitality industry principles, methods, practices and techniques as they relate to pub service, specifically in a five-star environment.
- Highly organized, goal and results oriented with ability to execute plans and manage change effectively.
- Effective decision-making abilities coupled with sound judgment.
- Exceptional conflict resolution and objection handling skills.
- Evening and weekend availability is required.

The Oak Bay Beach Hotel is a luxury, boutique resort in the heart of historic Oak Bay, Victoria. Our vision is to provide service that is second to none while still maintaining a workplace that is relaxed, approachable, and inclusive. Along with competitive compensation, our team members receive perks such as complimentary parking, health benefits, and a daily staff meal plan. If you are interested in joining our amazing team then we have a fantastic opportunity for you.