

# HOTEL CAREERS

## A FIRST STEP TOWARDS YOUR FUTURE









The tourism sector includes more than 400 occupations that offer a range of career options.














### FOOD AND BEVERAGE SERVER

Food and beverage servers are customer service professionals that work for hotels, restaurants, cocktail bars and other establishments. In addition to serving food and drinks, food and beverage servers perform tasks, such as setting up tables, removing used dishes and preparing simple dishes. They serve as the main point of contact for customers. They are very familiar with the foods and beverages that are served at the establishment in which they work. They have knowledge of service techniques and are able to work efficiently and unobtrusively around guests. This position is fast paced, especially during busy times. Servers usually receive gratuities and may also receive meals or discounts on meals when at work.

### RESPONSIBILITIES

-  Take and relay food and beverage orders
-  Serve food and beverages to guests
-  Check on guest satisfaction
-  Handle complaints and concerns of customers
-  Provide food and beverage product knowledge
-  Use proper serving techniques
-  Practise responsible alcohol service
-  Cash out and reconcile cash with total sales

### KNOWLEDGE, SKILLS & ABILITIES

-  A secondary school diploma is preferred
-  Excellent communication skills required
-  Professional appearance and attitude
-  Excellent customer service skills
-  Cash handling experience is an asset
-  Time management skills
-  Knowledge of health and safety regulations is required
-  Knowledge of the products, facility, sector and industry
-  FOODSAFE certification
-  Responsible alcohol service certification
-  Workplace Hazardous Materials Information System (WHMIS) training is an asset

### POSSIBLE FUTURE CAREER PATHS

- Food and Beverage Service Supervisor
- Beverage Services Manager
- Assistant Manager
- Manager
- Owner/Operator

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