

HOTEL CAREERS

A FIRST STEP TOWARDS YOUR FUTURE

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



WINE SERVER

Wine servers are customer service professionals that work for hotels, restaurants, cocktail bars and other establishments. In addition to serving food and drinks, Wine 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

- ☺ Provide excellent customer service
- 🗨️ Provide information on wine characteristics, wine production and types of wine
- 📋 Evaluate and sell wine using accepted techniques and guidelines
- 🍷 Prepare and serve wine using wine service techniques
- 📦 Order and maintain wine inventory
- 👤 Practise responsible alcohol service

KNOWLEDGE, SKILLS & ABILITIES

- ✔️ A secondary school diploma is required
- ✔️ Courses in bartending, responsible alcohol service, wines, first aid and service excellence are recommended
- ✔️ Good communication skills are required
- ✔️ Professional appearance and attitude
- ✔️ Excellent customer service skills
- ✔️ Extensive knowledge of wines and wine production methods is required
- ✔️ Above legal drinking age
- ✔️ Inventory management skills are an asset
- ✔️ Knowledge of relevant laws and regulations is an asset
- ✔️ Knowledge of the facility, sector and industry is an asset

POSSIBLE FUTURE CAREER PATHS

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

OUR PARTNERS

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