



Job Description: Server

Location: Shearwater Resort, Denny Island, British Columbia

Employment Type: Full-Time or Part-Time

Reports To: Bar Manager (Off season: Lead Bartender / Server)

About Shearwater Resort

Shearwater Resort, owned and operated by the Heiltsuk Nation, is a premier eco-tourism destination situated in British Columbia’s Great Bear Rainforest. The resort’s Bar and Grill offers a welcoming atmosphere, serving high-quality, locally inspired cuisine and beverages to guests, locals, and marine travelers. Servers play an integral role in delivering exceptional dining experiences, ensuring guest satisfaction in alignment with the resort’s commitment to hospitality excellence.

Position Overview

The Server is responsible for providing attentive and friendly service to guests, ensuring their dining experience exceeds expectations. This includes taking orders, serving food and beverages, and addressing guest needs promptly and professionally. Reporting to the Bar Manager (Off season: Lead Bartender / Server), the Server is a key member of the front-of-house team, contributing to the smooth operation of the Bar and Grill.

Key Responsibilities

Guest Service

- Greet guests warmly, escort them to their tables, and provide menus.
- Take accurate food and beverage orders, offering recommendations and answering questions about the menu.
- Serve food and beverages promptly, ensuring all items meet quality and presentation standards.
- Check on guests throughout their meal to ensure satisfaction and address any concerns.

Menu Knowledge and Recommendations

- Maintain a thorough knowledge of the food and beverage menu, including daily specials and seasonal offerings.
- Provide suggestions for food and drink pairings to enhance the guest experience.
- Inform guests of any allergies, dietary restrictions, or ingredient substitutions as required.

Operational Support

- Assist with setting up and clearing tables, ensuring the dining area is clean and organized.
- Process guest payments accurately using the Square POS system, handling cash, credit, and debit transactions.
- Collaborate with the kitchen and bar staff to ensure timely and seamless service.

Team Collaboration

- Work closely with the Bar Manager, bartenders, and other servers to deliver exceptional service.
- Support team members during busy shifts, helping with clearing tables, running food, or restocking supplies as needed.
- Participate in pre-shift meetings to stay informed about menu updates, promotions, and guest preferences.

Compliance and Safety

- Adhere to Shearwater Resort's health and safety protocols, including food handling and alcohol service guidelines.
- Ensure compliance with provincial liquor laws, including responsible alcohol service.
- Handle guest concerns or complaints professionally, escalating issues to the Bar Manager when necessary.

Qualifications

Education and Experience

- High school diploma or equivalent required.
- Previous experience in a serving or customer service role is preferred but not required; training will be provided.
- Certification in responsible alcohol service (e.g., Serving It Right) is required.

Skills and Competencies

- Excellent communication and interpersonal skills to engage with guests and team members.
- Strong organizational and multitasking abilities to manage multiple tables and guest requests.
- Positive attitude and commitment to delivering outstanding customer service.
- Ability to work efficiently in a fast-paced environment while maintaining attention to detail.

Key Attributes

- Friendly and approachable demeanor with a passion for hospitality.
- Dependable and punctual, with a strong work ethic.
- Adaptability to meet the dynamic needs of a busy dining environment.

Working Conditions

- Based at Shearwater Resort, Denny Island, BC, in a remote and picturesque location.
- Flexible shifts, including evenings, weekends, and holidays, as required.
- Fast-paced dining environment requiring the ability to stand for extended periods and lift light to moderate loads.

Compensation and Benefits

- Competitive hourly wage plus tips.
- Opportunities for professional growth and training.
- Staff accommodations may be available for the right candidate.
- A unique opportunity to work in a stunning natural environment while contributing to Shearwater Resort's mission of sustainable tourism and cultural engagement.

Disclaimer

The above statements are intended to describe the general nature and level of work expected for this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. Additional tasks may be assigned by the Bar Manager or other members of the leadership team as necessary to meet the operational needs of Shearwater Resort.

How to Apply

Interested candidates are invited to submit their resume and cover letter to hr@shearwater.ca with the subject line "Application: Server." Applications will be reviewed on a rolling basis until the position is filled.