

# VISTA 18

RESTAURANT + LOUNGE

Authentic · Local · Elevated

## **POSITION: Room Service/F&B Support**

Acting as an ambassador of Vista 18 and Chateau Victoria Hotel & Suites, the successful candidate for this F&B support role will have flexibility in their availability with a natural customer service ability.

The position will be primarily the mornings (with flexibility to work an occasional evening) a variety of shifts including days, weekends and holidays.

## **Responsibilities & Duties:**

- Responsible for set-up, deliver and retrieve all food and beverage orders to guest rooms, hospitality suites and meeting rooms while ensuring quality service and guest satisfaction
- Answer incoming telephone calls to take restaurant reservations, requests, inquiries and to receive and process room service orders
- Provide constant support to the whole food and beverage team. Retrieves supplies, bussing tables and ensuring a smooth service in the restaurant
- Thorough & detailed preparation of meeting rooms and hospitality suites including table and chair set up, catering supplies, and other specified requests
- Follow established procedures and policies when completing tasks including COVID-19 protocols

## **Qualifications:**

- Must possess exceptional customer service skills and professionalism along with a positive personality and high level of energy
- Proven communications skills and ability to work positively in a team environment and respond well to direction
- Proven ability to multitask and work well under pressure
- Serving it Right and FoodSafe Level one certification or equivalent
- Previous food and beverage experience an asset

**This job has physical requirements:** Constant standing and walking throughout the shift. Frequent lifting and carrying up to 50 lbs. Frequent kneeling, pushing, pulling, lifting.

## **We offer:**

- Comprehensive benefits package including a union pension plan
- Recognition programs - Birthday, Holidays and work milestone recognitions
- Friends & Family hotel discount
- Vista 18 and Clive's Classic Lounge employee discount ~ 50%
- Other Industry discounts
- Employee events ~ Holiday and employee appreciation celebrations
- Learning and development opportunities
- Bike storage facilities, onsite parking and discounted bus pass with BC Transit - ProPASS

Anyone interested in this position should submit their application in writing to Kim Starling, HR Manager to [kstarling@chateauvictoria.com](mailto:kstarling@chateauvictoria.com)

Thank you for considering your employment with Chateau Victoria Hotel & Suites!

*Authentically Local*