

Buffet Server Job Description

Objective: To represent the highest standard of excellence in guest service.

Reports to: Executive Chef

Specific Expectations: The primary purpose of the position is to act as an ambassador for the kitchen, AALTOS Garden Café, Ambassador Banquets and Canad Inns. The Buffet Server serves the public with a professional, friendly and upbeat attitude. The Buffet Server monitors and maintains the hot and cold buffets. The Buffet Server will take the considerations and requests of guests above all other duties.

Opening Duties:

1. Sign in on the timesheet and check the communications binder or board for announcements and memos;
2. Review the Banquet Event Orders and all upcoming functions;
3. Ensure all tools and equipment are properly sanitized and in good working order;
4. Fill wells, turn on compressors, decorate and set up tables;
5. Follow the FIFO principles to ensure the proper inventory will be utilized;
6. Refill stations and machines, set-up stations, set out utensils, polish silverware, etc.;
7. Inform other Culinary staff of menu changes.

Shift Duties:

- ✓ Adhere to all sanitation guidelines;
- ✓ Answer all guest inquiries regarding food choices;
- ✓ Anticipate and tend to all guest needs;

- ✓ Assist with the development of cost control systems to reduce waste in food, supplies, and labour;
- ✓ Assist the Production Cook as necessary;
- ✓ Ensure “Hot Food is Hot & Cold Food is Cold”.
- ✓ Fulfill guest requests, avoiding serving excess portions;
- ✓ Maintain and log temperatures: 104°C for hot and 5° C for cold.

Closing Duties:

1. Assist with closing the buffet; wrap and label all unused food;
2. Communicate with relief personnel;
3. Clean and sanitize the workstation for the next shift.

Qualifications:

- ✓ Articulately communicates both verbally and in writing;
- ✓ Bondable;
- ✓ Can acquire Criminal Background Check, and Food Handler & WHMIS certificates;
- ✓ Clean, with excellent hygiene habits;
- ✓ Detail-oriented;
- ✓ Enjoys meeting and talking with different people;
- ✓ Experience in a similar work environment;
- ✓ Extroverted personality;
- ✓ Multi-tasks efficiently;
- ✓ Organized, accurate and reliable;
- ✓ Prioritizes and works efficiently with limited supervision;
- ✓ Professional attitude and expectations;
- ✓ Positive and upbeat attitude and demeanour;

- ✓ Recognizes and resolves problems quickly and efficiently;
- ✓ Works in a team environment;
- ✓ Works with the public in a calm, courteous, friendly and professional manner.

Supplies & Equipment:

1. Carving knife and fork
2. Clean and pressed uniform with nametag and Canad pin
3. Probe thermometer

Workplace Abilities:

- ✓ Bend and stretch frequently;
- ✓ Deal with loud noises, large crowds and potentially upset guests;
- ✓ Handle a fast-paced environment;
- ✓ Lift, balance and carry trays of up to 20 lbs during your shift;
- ✓ Stand, walk and remain on feet and perform job duties for entire shift duration;
- ✓ Work quickly and quietly.

All job descriptions are subject to a periodic review. Other duties will be assigned occasionally by management. Changes will be discussed prior to or at the time of amendment.