

Serveur (H/F)

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Company: Relais & Châteaux

Location: Lexington

Category: other-general

Entreprise :

Perfectly nestled in Lexington, Massachusetts, just 15 miles outside Boston, the Inn at Hastings Park provides unrivaled hospitality and exceptional culinary experiences. The Boston area's only Relais & Châteaux property. The Inn features 22 stylishly luxurious accommodations, including a lovingly preserved guest house and barn that merge Lexington's historic heritage and architecture with a contemporary American chic design. An immersive food and wine destination unlike any other in New England, the Inn provides a delicious respite for those in-the-know, from a transformed seasonal menu at upscale Town Meeting Bistro, to the exclusive Culinary Garden featuring Whispering Angel. Inn owner Trisha Pérez Kennealy also shares her passion for teaching in her role as Culinary Educator, offering indoor and outdoor cooking classes for hotel and day guests alike.

Description du poste :

Server

2027 Massachusetts Ave, Lexington, MA 02421, USA

Part-time/Full-Time

Department: Food & Beverages

- Perform side work at the start and end of each shift as required by service station assignment.
- Maintain clean service areas.
- Monitor and observe guests dining experience. Ensure guests are satisfied with the food and service. Respond promptly and courteously to any requests.
- Always clear all empty dishes from the table before dropping the final bill.
- Prepare final bill, present check to guest, accept payment, process credit card charges or make change (if applicable).
- Ensure overall guest satisfaction.

Additional Information

- Discounts at other Relais and Chateaux properties around the world

Physical requirements:

Flexible and long hours are sometimes required.

Heavy work - Exerting up to 50- 75 pounds of force occasionally, and/or up to 10 pounds of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Hand use: single grasping, fine manipulation, pushing, and pulling.

Work requires the following motions: bending, twisting, squatting, and reaching.

Exposure to FDA-approved cleaning chemicals.

Exposure to temperatures: < 32 degrees Fahrenheit (freezing), 32-40 degrees Fahrenheit (refrigerators), >90 degrees Fahrenheit.

Ability to work in a wet and hot/cold environment.

Ability to work a flexible schedule including nights, weekends, and holidays as needed.

Ability to use tools and equipment, including box cutters, knives, and other heavy machinery.

General Requirements

Maintain a warm and friendly demeanor at all times.

Must be able to effectively communicate both verbally and written, with all levels of employees and guests in an attentive, friendly, courteous and service-oriented

manner.

Must be effective at listening to, understanding, and clarifying concerns raised by employees and guests.

Must be able to multitask and prioritize departmental functions to meet deadlines.

Attend all hotel-required meetings and trainings.

Maintain regular attendance in compliance with Hotel Standards, as required by scheduling, which will vary according to the needs of the hotel.

Maintain high standards of personal appearance and grooming.

Maximize efforts towards productivity, identify problem areas and assist in implementing solutions.

Must be effective in handling problems, including anticipating, preventing, identifying and solving problems as necessary.

Must be able to understand and apply complex information, data, etc. from various sources to meet appropriate objectives.

Must be able to cross-train in other hotel related areas.

Must be able to maintain confidentiality of information.

Must be able to show initiative, including anticipating guest or operational needs.

Perform other duties as requested by management.

No. of Positions Available

1

Starting Date

Flexible Start Date- 2023

Placement Length

6 or 12 months

Required Languages

English Fluent

Currency Type

USD

Accommodation

Not Provided

Meals

Staff Canteen

Uniform

Yes

Transportation Allowance

No

Location

Lexington, Massachusetts United States

Boston, Massachusetts United States

Other Comments

J1 visa

Salary Level

to be confirmed with candidate

Description du profil :

Qualifications

- High School diploma or equivalent.
- 2 years bartending experience at a luxury hotel or restaurant.
- Proficient knowledge of wines, spirits, and mixed drinks. (bench test required)

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