



JOB VACANCY-SERVER

The Eco-Industrial Development Company of Tobago (E-IDCOT) Ltd is a private limited liability Company established by the Tobago House of Assembly (THA) to assist in the diversification of the Tobago economy through the promotion of environmentally sustainable production and the provision of project management services on the island.

The Company is responsible for the operations of the Manta Lodge Hotel and Dive Centre and invites applications from suitably qualified persons for the position of **Server**.

Job Summary

Under general supervision, provides prompt and courteous food service to restaurant customers.

Job Responsibilities

- Greets and takes food and drink orders from restaurant customers, serving the orders and accommodating special needs/requests. Remains attentive to the customers throughout the entire dining experience, adhering to or exceeding service standards as established by the restaurant at all times.
- Completes all restocking and cleaning duties by performing opening and closing side work as instructed.
- Memorizes menu items, recipes and daily specials in order to answer questions and make recommendations to customers.
- Maintains cleanliness standards in restaurants, wait station and kitchen service area in order to have a clean, presentable and attractive facility and to satisfy state and local health board requirements.
- Controls allocated guest checks by following established check-use procedures and legibly documenting all required information as the customer's order is taken and processed.
- Receives proper payment from guest and ensures accuracy of guest check and method of payment in order to safeguard customer and company.
- Attends all pre-meal and departmental meetings in person in order to enhance communications and gain knowledge of products, service and facility.
- Responds to customer inquiries and comments in person and on the phone by providing timely and knowledgeable information in order to provide quality customer service.
- Presents a clean and professional appearance at all times.

- Maintains a friendly, cheerful and courteous demeanor at all times.
- Performs other duties as assigned, requested or deemed necessary by management.

Education and Job Experience

1. High school diploma is required.
2. Two (2) years of hotel or restaurant bartending experience required.

Any other suitable combination of qualifications and experience may be considered.

Knowledge, Skills and Abilities

- Must have basic knowledge of customer service principles, the food server function and restaurant and kitchen operations.
- Must know standard cash-handling procedures.
- Must be fluent in oral and written English.
- Must have vision ability to clearly see detailed guest checks, computer print outs, written instructions and to observe entire restaurant in dimly lit conditions.
- Must have manual coordination to punch buttons, grasp items in hand, and to balance and carry trays loaded with food and beverages.
- Must have ability to perform multiple tasks at one time, must be able to follow verbal and written instruction, and be able to communicate both verbally and in writing.
- Must be highly organized and able to pay attention to sound and sight details in crowded and noisy situations, particularly when handling multiple tasks.
- Must be able to use tact and understanding when dealing with a variety of customer service problems, including stressful and highly emotional situations.

Material / Equipment Used

- Chemicals/Agents: Glass Cleaner, Dishwashing Soap, General Cleaning, Sanitizer / Bleach
- Blender for drinks, computer for cash handling, credit card approval and imprint machines.

Environment

Inside 100% of 8-hour shift. Physically strenuous - prolonged standing, walking, lifting and carrying throughout entire shift in indoor environment.

Application along with Curriculum Vitae and copies of certificates should be **emailed** no later than **4.00 p.m.** on **Friday 29th, December 2023**, addressed to:

The Human Resource Officer
Eco-Industrial Development Company of Tobago (E-IDCOT) Ltd
Isaac T McLeod Building, Cove Eco-Industrial and Business Park
Canoe Bay Road, Cove Estate, Tobago.
E-mail address: hr.officer@e-idcot.co.tt

Unsuitable applications will not be acknowledged.