



**JOB TITLE** Server

**LOCATION** TOURISTS Hotel

**EMPLOYMENT CLASSIFICATION** Hourly, Non-Exempt, Full-Time and Seasonal Part-time

**REPORTS DIRECTLY TO** Food & Beverage Director

**PAY RATE** \$7-\$8/hour plus tips (estimated \$15-\$30/hour with tips)

TOURISTS WELCOME is a hospitality development & management group based in North Adams, MA delivering memorable experiences by connecting guests with breathtaking nature, timeless leisure, local history, and art and music happenings.

In 2018, we opened TOURISTS, a 46-room flagship hotel modernizing the aesthetic of a classic American motor lodge. The land on which the hotel sits straddles the Hoosic River, revealing a network of walking trails, and forest clearings designed for year-round exploration guided by our on-site Art & Adventure team. In 2019, we opened our second project, The Airport Rooms, an on-site restaurant & cocktail lounge for hotel guests and the community to enjoy.

With an unquenchable interest in the natural history of the region and a goal of providing an economic engine for local employment, TOURISTS WELCOME continues to evolve in and outside of North Adams, with new projects coming soon.

Based upon fluctuating demands of the operation and to exceed customer expectations, it may be necessary to perform a multitude of different functions not specifically related to this position.

## **RESPONSIBILITIES**

Servers and Bartenders will exceed the expectations of all guests and employees in a multitude of tasks that include but are not limited to:

- Providing a high level of food and beverage service to our house guests
- Greet guests warmly as they approach counter and provide descriptions of menu offerings
- Take and place orders in an efficient manner, relaying special requests as needed with orders
- Preparing and serving food and drinks orders in accordance with guests' orders
- Make timely deliveries of Room Service orders
- Maintain open communications with Kitchen on food orders to ensure timely delivery of executed plates to guests
- Ensure organization and cleanliness of Bar, FOH spaces, and beverage inventory in basement
- Maintain a high level of cleanliness and safety in the work area
- Supporting the Front Desk and Guest Experience team when necessary
- Assist with pool set up and perform all pool service (seasonal)
- Comply to shift checklists and Standard Operating Procedures (SOPs)
- Practice safety with all equipment to ensure safe working conditions

## **PERSONAL PERFORMANCE STANDARDS**

- Friendly and outgoing personality



- Ability to listen and communicate effectively and ensure open lines of communication with staff, all departments and upper management at all times via radio, email, log books, meetings, etc., to ensure all needs of the hotel are met
- Attend all relevant meetings and maintain meeting notes
- Create a respectful and safe work environment
- Keep abreast of safety and emergency procedures and OSHA requirements
- Strong organizational and motivational skills

## **EDUCATION & EXPERIENCE**

- Two (2) years related experience in hospitality or service industry
- High School diploma or General Education Degree (GED)

## COMPETENCIES

- Must be able to speak, read, write and understand the primary language(s) of the workplace (English)
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals
- Guest service
- Attention to detail
- Ability to understand computer programs (i.e. Point of Sale system)

## **SECURITY & CONFIDENTIALITY**

Maintain an increased awareness of safety issues. Ensure all security policies and procedures are observed in areas such as computer security, keys, locks, inventory, property and employee information. Ensure all financial and employee data is secure and confidentiality of data and related information is maintained.

## **WORKING CONDITIONS & ENVIRONMENT**

- The noise level in the work environment is usually moderate
- The person in this position may have to lift up to fifty (50) pounds on a daily basis; anything over fifty (50) pounds is considered a minimum two (2) person lift
- The person having this position may have to sit for one (1) hour, stand and/or walk, push, kneel, bend, balance, squat, reach and stretch for eight (8) hours per day
- This position requires handling of hot beverages and delivery of trays with hot food/beverages

The work environment characteristics described herein are representative of those an employee typically encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TOURISTS is an EEOC Employer.

*\*\*\* To begin the application process please [fill out this form](#) \*\*\**