

The BRUCE *Hotel*

Fine Dining Server - The Bruce Hotel

Location: Stratford, Ontario

Job Type: Full-time / Part-time / Daytime / Evenings

About Us

We take immense pride in being a CAA/AAA Five Diamond Hotel nestled in the picturesque town of Stratford, Ontario. Our unwavering commitment to excellence extends to our celebration of the arts and culture thriving in our community, ensuring that every guest's experience with us is truly unforgettable. It's important to note that we are one of only four hotels in the country to achieve a Five Diamond rating, and the sole boutique hotel to hold this esteemed distinction. We are committed to maintaining this high standard and continuing to be a beacon of excellence in the hospitality industry.

Responsibilities

- Uphold the highest standards of professionalism and appearance in accordance with The Bruce Hotel's policies.
- Work closely with supervisors to coordinate daily operations, including staffing, table setups, and menu changes.
- Stay informed about menu items, daily specials, allergens, and wine pairings to provide expert recommendations to guests.
- Provide a seamless and elegant dining experience by welcoming and seating guests when required.
- Maintain a high level of customer service, ensuring each guest's needs are anticipated and met.
- Efficiently handle billing procedures and ensure all transactions are processed correctly.
- Set up and maintain the restaurant according to required standards before and after each shift.
- Communicate effectively with the kitchen team to ensure smooth service.
- Address and resolve guest concerns with professionalism and escalate issues to management when necessary.
- Verify guest identification to ensure compliance with alcohol service regulations.
- Assist in bar operations by learning basic bartending techniques.
- Train and mentor junior team members, ensuring standard operating procedures (SOPs) are followed.
- Conduct weekly inventory of restaurant supplies and maintain par stock levels.
- Adhere to all hotel policies, including health and safety regulations.
- Contribute to a positive team culture and maintain strong relationships with colleagues across departments.
- Support all aspects of the Food & Beverage operation as needed.

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Qualifications

- Previous experience in fine dining or luxury hospitality preferred.
 - Strong knowledge of food, wine, and beverage pairings.
 - Exceptional communication and interpersonal skills.
 - Ability to multitask and remain composed under pressure.
 - Commitment to delivering an elevated guest experience with attention to detail.
 - Smart Serve certification (or willingness to obtain upon hire).
 - Flexibility to work evenings, weekends, and holidays as required.
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Why Join The Bruce Hotel?

- Work in a prestigious luxury hotel environment
- Be part of a supportive and professional team
- Offering Employee Subsidized Housing
- Opportunities for growth and learning through *The Bruce Hotel Academy*
- Competitive wages and employee perks

If you're passionate about hospitality and creating exceptional guest experiences, apply today to join **The Bruce Hotel's** Front Desk team!

How to Apply:

Please submit your resume and cover letter to HR@thebruce.ca or apply in person at The Bruce Hotel. We look forward to welcoming you to our team!