

NOW HIRING – Front of house (cashier, busser, server, host)



We are seeking full-time regular, positive, enthusiastic Front of house staff with a passion for service and great food to join our amazing team! The successful candidate will be a team player with a strong work ethic. Located on the seaplane docks of Victoria's beautiful Inner Harbour at 950 Wharf Street, the Flying Otter Grill offers diners amazing west coast food, a relaxed atmosphere and incredible views!

TERM: Full Time Permanent

COMPENSATION: \$18.00 per hour

BENEFITS: Medical and Dental, Wellness Program, Buddy Passes for stand-by travel with Harbour Air, discounts on food, staff events and much more!

Responsibilities and Expectations

- Ensure a professional, friendly greeting and escort customers to their tables
- Make suggestions and ensure the customer has a memorable visit.
- Organization is paramount and also know when to ask for help.
- Must have great menu knowledge, and the ability to help guide the customer into an item that we have rather than a heavily modified item.
- Must know all the different brands of liquor, wine and beer with characteristics so as to offer alternative suggestions to customers.
- Always look customers in the eye when taking an order.
- Be able to recognize returning customers, address by name if possible.
- Direct all confrontational problems to a manager.
- Ring in every item sold.
- Must balance cash out to sales report
- Must clock out at the end of every shift, prior to cashing out
- Must have a strong emphasis on cleanliness of the entire restaurant and on teamwork.
- Help with running food and clearing tables if time permits.

- Clear, clean and set tables to restaurant standards
- Manage the guest flow and seating capacity (monitoring tables, estimate wait time)
- Answer the phone in a polite and professional manner
- Assist with table service
- Ensure all customers experience an enjoyable dining experience, maintain a clean and organized work environment by interacting effectively with clientele and co-workers
- Other duties as required

Qualifications/Assets

- Serving it Right certificate is required
- Ability to communicate clearly and effectively

- Personable, upbeat and outgoing
- Strong work ethic, excellent attention to detail
- Proven ability to be an effective team member
- Must have strong organizational skills and work well under pressure
- Must have a passion for food and a willingness to learn
- Previous hospitality experience is an asset
- Ability to work flexible schedules, including evenings, weekends, and holidays
- Ability to lift up to 30 pounds, kneeling, reaching and bending

APPLY NOW: Email your resume and cover letter to jobs@flyingottergrill.com quoting FO23-10 FOH.

DEADLINE: Ongoing

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

Harbour Air is an equal opportunity employer, we are committed to Diversity and Inclusion and value a diverse workforce. Together, we continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees. It fuels our innovation and connects us closer to our customers and communities we serve.

Harbour Air is committed to developing a barrier-free recruitment process and work environment. Accommodations in relation to the job selection process are available upon request. If you require any accommodation, please email jobs@flyingottergrill.com and we'll work with you to meet your accessibility needs.