

ABOUT THE ROLE

Title: Senior Server

Team: Food & Beverage

Location: Fogo Island, Newfoundland, Canada

WHO WE ARE

A member of Relais & Châteaux with Three MICHELIN Keys, Fogo Island Inn is a 29-room luxury hotel, built on principles of sustainability and respect for nature and culture. The Inn is a community asset, owned by the charity [Shorefast](#), and 100 percent of operating surpluses are reinvested into Shorefast's work to secure a resilient future for Fogo Island.

Our work has garnered significant international interest including a feature on [60 Minutes](#) and in The New York Times' [52 Places for a Changed World](#). The mission of Shorefast is to build, learn, and share economic development practices that catalyse the assets of local places, starting with Fogo Island.

Learn more about us: fogoislandinn.ca

THE OPPORTUNITY (Multiple Positions Available)

As **Senior Server** you bring a commitment to ensure exceptional dining experiences. You have knowledge of front of house food and beverage service standards, dining operations, and the creation of guest experiences. You are able to lead service by table, work collaboratively with the dining team and enable a smooth flow of service execution in the dining room.

WHAT YOU'LL DO

- Provide outstanding service to guests, ensuring all needs are met in a professional and courteous manner.
- Mentor and support junior servers, assisting them with problem-solving and providing guidance on best practices in service.
- Take and deliver orders accurately, working closely with kitchen and bar staff to ensure timely delivery of food and beverages.
- Assist in training new team members, providing constructive feedback and fostering a collaborative team environment.
- Utilize extensive knowledge of the menu and beverages to upsell and recommend items that enhance the guest experience.
- Handle any guest complaints or concerns efficiently and professionally, escalating issues to management as needed.
- Oversee table setups, reservations, and seating arrangements, ensuring all dining areas are clean, organized, and well-maintained.
- Handle end-of-day reporting and assist with maintain inventory levels for service supplies and beverages.
- Support the execution of special of special events and private dining, coordinating with the management team to ensure seamless service.
- Other duties as required.

QUALIFICATIONS AND EXPERIENCE

- A minimum of 3 years experience as a server, in a similar establishment.
- Formal food and beverage training or certification from an accredited hospitality school preferred.

- Experience working in Michelin-starred or awarded restaurants preferred.
- Strong Knowledge of food and beverage, including wine pairings and specialty cocktails.
- Certification from a recognized sommelier program (e.g., Court of Master Sommeliers, WSET 2) preferred.
- Strong ability to handle high-pressure environments with grace and maintain a positive attitude in all guest interactions.
- Proficient in using point-of-sale (POS) systems, inventory management software, and Microsoft Office Suite.
- Ability to work flexible hours, including evenings, weekends, and holidays, as required by the business.

WHAT WE OFFER

- Competitive wages
- Access to an employee work-out room, to support personal well-being
- An engaged, highly supportive, and collaborative environment that encourages creativity and curiosity
- The opportunity to work in a thriving social enterprise
- Continued learning and professional development training
- Allowances for travel to Fogo Island may be available
- Housing/accommodations assistance may be available

TO APPLY

Please submit a cover letter and resume to careers@fogoislandinn.ca, with the subject line “**Senior Server**”; Questions about this position may also be directed here.

Deadline for Applications: Until Filled

We are grateful for all applications, but only those selected for an interview will be contacted.

We endeavour to foster an accessible work environment and to ensure all in our care feel safe and valued. Please reach out if there is anything we can do to accommodate a more accessible or inclusive application process.