fogo island inn

About the Role

Title: 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 Server, you bring a friendly, guest-focused approach and a passion for delivering exceptional dining service. You are courteous, eager to create a welcoming atmosphere, and thrive in a fast-paced environment. Reporting to the Director, Food & Beverage, you will serve guests across the Inn's outlets and other Shorefast entities. You understand Food & Beverage operations and are excited to learn and expand your skillset.

What You'll Do

- Serve guests in all Fogo Island Inn outlets and other Shorefast entities as directed, including but not limited to the Dining Room, Roof Top, Crab Shed and Storehouse, ensuring timely and efficient service.
- Greet guests warmly, present menus, and provide detailed information on food and beverage options, answering any questions.
- Accurately take food and drink orders, entering them into the point-of-sale system, and communicate special requests to the kitchen.
- Serve meals and beverages in a timely and professional manner, ensuring orders are correct and meet guest expectations.

- Offer recommendations and suggestive selling of appetizers, beverages, and desserts to enhance the guest experience.
- Check in with guests regularly, refill drinks, clear empty plates, and ensure tables are clean and organized throughout service.
- Help maintain cleanliness and organization in the dining area, including clearing tables, resetting them, and ensuring that service stations are stocked and tidy.
- Work closely with other servers, kitchen staff, and management to ensure smooth service and a positive dining environment.

Qualifications and Experience

- A minimum of 1 year of 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.
- Knowledge of food and beverage, including wine pairings and specialty cocktails.
- Excellent interpersonal and communication skills, with the ability to engage with guests and work well under pressure.
- Ability to work flexible hours, including evenings, weekends, and holidays, as required by the business.
- Must have valid Canadian driver's license
- Passion for social business and a desire to make a difference in the lives of others and in the community
- Entrepreneurial spirit and positive attitude
- Commitment to upholding the vision and goals of Fogo Island Inn, Shorefast Foundation, and other affiliated organizations
- Ability to excel in a fast-paced and dynamic environment
- Sensitivity to the history and culture of rural Newfoundland

What We Offer

- Competitive salary
- Health and dental benefits, along with access to an employee assistance program for mental health support and work/life services
- Team member discounts within our businesses (Fogo Island Inn and Fogo Island Workshops)
- Travel to Fogo Island, and allowances for travel
- Housing assistance and relocation reimbursement
- The technology necessary to complete your work
- 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 opportunities
- Dining & Discounts

To Apply

Please submit a cover letter and resume to careers@fogoislandinn.ca, with the subject line "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.