



Job Description

Title: Server

Reports To: General Manager

Job Purpose

The Server is responsible for delivering an exceptional guest experience at Golfplay by providing prompt, friendly, and professional food, beverage, and golf simulator service. This role supports daily front-of-house operations by assisting guests with the Golfzon simulators, taking and serving orders accurately, and maintaining a clean and welcoming environment. Servers play a key role in creating a fun, energetic, and memorable atmosphere that aligns with Golfplay's brand standards.

Key Responsibilities

Guest Service & Hospitality

- Greet and engage guests warmly to create a welcoming atmosphere.
- Take food and beverage orders, accurately input into POS, and ensure timely delivery.
- Assist guests with Golfzon simulator setup to ensure an enjoyable and seamless golf experience.
- Maintain strong product knowledge of all menu items, bar offerings, and daily specials.
- Resolve guest concerns or complaints promptly and professionally.

Simulator & Event Support

- Check guests in through the booking system and assign golf bays.
- Assist with bay setup, cleanup, and turnover between groups.
- Support General Manager with leagues, tournaments, and special events as needed.

Operations & Cleanliness

- Follow opening, closing, and side duty checklists to maintain operational readiness.
- Clean and reset tables, golf bays, and surrounding areas promptly after use.
- Maintain hygiene and safety standards in all guest-facing areas.
- Ensure adequate stock levels of cutlery, glassware, and supplies in service stations.

Sales & Payment Handling

- Present bills, process payments accurately, and follow Golfplay cash handling procedures.



- Promote specials, upsell menu items, and contribute to sales goals.

Core Competencies

- Strong customer service orientation and interpersonal skills.
- Ability to multitask and remain calm under pressure.
- Positive attitude and strong team-player mindset.
- Excellent communication skills, both verbal and written.
- High attention to detail and personal presentation.

Key Qualifications

- High school diploma or GED required; must be the age of majority or older.
- 1–3 years of food and beverage service experience preferred.
- Smart Serve certification (or equivalent) required.
- Familiarity with POS systems (Lightspeed Restaurant POS considered an asset).
- Basic knowledge of golf or willingness to learn Golfzon systems.

Working Conditions

- Fun, energetic, and entertainment-focused environment.
- Prolonged standing and walking required; ability to lift or move up to 20 lbs.
- Evening, weekend, and holiday shifts may be required.
- Overtime may be required during peak periods.

Compensation

- Hourly wage plus tips.
- Overtime pay where applicable.

To Apply:

Please email the General Manager, Jace Werry at jace.werry@golfplay.ca with your resume attached.

Golfplay | www.golfplay.ca | info@golfplay.ca