



**Job Title:** Food and Beverage Server  
**Department:** Guest Services  
**Reports To:** Sr. Guest Relations Manager  
**FLSA Status:** Non-Exempt; Full time  
**Last Revised:** December 2021

White Oak conserves and sustains some of the earth's rarest species through sustainable conservation breeding, education, and responsible land stewardship. The conservation programs span 700 acres along the St. Mary's River in northeast Florida, surrounded by 17,000 acres of mixed forest and wetlands that make up the beautiful White Oak property. White Oak serves as a premier hub offering adults and students the opportunity to experience wildlife conservation first-hand through professional training programs and immersive conservation experiences.

### **White Oak Mission**

Save endangered wildlife and habitats through sustainable conservation breeding, education, and responsible land stewardship.

### **Position Purpose**

To perform all duties associated with food and beverage service and guest relations as it pertains to lodges, guest houses and special events. The food and beverage server are responsible for creating an exceptional and memorable guest experience all while informing our guests of our conservation mission.

### **Responsibilities and Tasks**

The essential duties and responsibilities of this position include the following. Other duties may be assigned.

- Ensure guests receive the finest quality food and beverage service while providing a positive, professional attitude and appearance.
- Maintain cleanliness and product quality standards of guest lodges and cottages, public spaces, restrooms and banquet/meeting/conference rooms for food and beverage service.
- In coordination with the supervisor, chef, and other team members, perform the necessary duties executing all food and beverage services in a professional manner in accordance with standard procedures.
- Daily responsibilities as a food and beverage server to include, but not limited to, executing breakfasts, coffee breaks, luncheons, dinners, cocktail receptions, galas, meal drop offs, etc.
- Participate in the prep, set-up of function rooms for all meals, events, and services to include, but not limited to, the placement of linens, silverware, glassware, and chinaware etc. according to the event specifications.
- Accurate knowledge of food and beverage menu options and availability.
- Know the necessary contacts, radio numbers and phone numbers to assist and familiarize guests with the facility and our mission.
- Stock and Un-stock cottages with all required food and beverage items.
- Check guest daily/overnight information and plan accordingly.
- Assist in the drop off, pick up and laundering our linens.
- Create plant and floral arrangements for daily meal service, events and enhancing the atmosphere of the cottages.
- Assist Guest Relations by greeting guests, bartending, and attending to the Big Game Room.
- Communicate function specifications, procedures and changes with affected departments including, but not limited to, Café Staff, Guest Relations, Operations, Maintenance and Housekeeping.
- Participate in the breakdown of the function room and ensure proper storage of service items.
- Assist other departments on property during off peak times.
- Practice proper food handling methods, safety procedures and ensure all designate service work areas are kept clean and up to standards.

### **Minimum Qualification Requirements**

High School Diploma or equivalent required; Associate or bachelor's degree preferred.

Three years of experience in the food service, hospitality, or related industry.

Knowledge of food service practice and procedures preferred.

Ability to work independently with minimal supervision.

Ability to understand and follow oral and written directions.

Ability to communicate effectively both orally and in writing

Ability to work extended hours, weekends, and holidays.

Driver's license required.

White requires all candidates to successfully complete a pre-employment drug screening and candidates may be asked to successfully complete a background screening.

### **Physical Demands and Working Conditions**

Standing and walking for extended periods of time.

Occasional bending, kneeling, or crouching.

Reaching overhead, above the shoulders and horizontally.

Lifting, carrying, pushing, and pulling object(s) weighing up to 50 pounds.

Indoor/outdoor environment subject to changing conditions and temperatures exceeding 90 degrees at times.

Changing priorities and interruptions.

***White Oak Conservation is committed to creating an environment where diverse perspectives are welcome, and to nurturing a culture where everyone feels valued and appreciated. We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to gender, race, color, age, national origin, religion, disability, marital status, sexual orientation, gender identity/expression, citizenship, pregnancy or maternity, veteran status, or any other status protected by applicable national, federal, state, or local law.***