



**Job Title:** Expeditor

**Department:** Food & Beverage

**Salary:** \$17.4 - \$18.5 an hour + gratuities

**Job Type:** Full-Time, Permanent

**Reports To:** Food & Beverage Manager

**Work Location:** In Person at Sooke Harbour House Boutique Hotel

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### **Join Our Team at Sooke Harbour House**

The Sooke Harbour House is a boutique hotel that prides itself on exceptional West Coast hospitality. Our team of ambassadors is passionate about creating memorable dining experiences for every guest. We are looking for a dedicated **Expeditor** to join our dynamic team and support our front-of-house operations.

### **About the Position**

The **Expeditor** is a key bridge between the kitchen and the dining areas, ensuring timely, accurate, and polished food delivery to guests. This role requires a highly organized and communicative individual who can maintain a smooth and efficient service flow while upholding the high standards of the Sooke Harbour House. This position plays a crucial part in delivering a memorable and refined dining experience.

### **What We Offer**

- Competitive hourly wage
  - Participation in the tip pool based on position guidelines
  - Staff meals during shift
  - Benefits package available after successful completion of the 3-month probation period (for full-time staff)
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### **Key Responsibilities**

- Act as the central point of communication between the kitchen and front-of-house service team during service

- Ensure every dish leaving the kitchen is complete, correct, and beautifully presented
- Call out and coordinate timing of food orders in collaboration with chefs and service staff
- Run food from the kitchen to tables promptly and with attention to guest satisfaction
- Assist with clearing, resetting tables, and maintaining a clean and organized dining area
- Support servers and management with overall flow of service during busy periods
- Maintain cleanliness of the pass and ensure food is held at correct temperatures and conditions while waiting for service
- Handle guest requests and inquiries with professionalism and urgency, always escalating when appropriate

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### **What We're Looking For**

- Previous experience in a fine dining or high-volume restaurant setting is preferred
- Strong communication skills and the ability to stay composed under pressure
- Ability to multitask and prioritize in a fast-paced environment
- Keen eye for detail and presentation
- Physically able to stand and walk for extended periods and carry trays or multiple plates
- Team-oriented mindset with a willingness to assist wherever needed
- Serving It Right certification required or willingness to obtain

### **Scheduling & Availability**

- Must be available evenings, weekends, and holidays
  - Shifts typically start in the afternoon and continue through dinner service
  - Flexibility is essential based on business levels and events
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### **Team Expectations & Culture**

- Contribute positively to a supportive, respectful, and service-driven team environment
- Adhere to grooming, punctuality, and professionalism standards as outlined in the Associate Handbook
- Actively participate in pre-shift briefings and service debriefs
- Represent the values and hospitality of the Sooke Harbour House through your actions and attitude