



At Rimrock Banff, we create more than luxury experiences, we create moments that move people. Guided by Wellness, Adventure, and Culture, our people live and work in one of the most inspiring places on earth, delivering hospitality with purpose and heart. Here, every day brings connection, growth, and unforgettable memories, on and off the clock.

Live boldly. Work with heart. Stay moved.

This role is about more than taking orders, it's about bringing energy, professionalism, and precision to every table. As a Server in Social, you'll thrive in a high-volume, fast-paced environment where your product knowledge, attentiveness, and enthusiasm directly shape the guest experience. With a balance of technical skill and authentic hospitality, you ensure every visit to Social is both fun and flawlessly executed.

What You Will Be Doing

Guest Connection

- Provide warm, timely, and engaging service in a high-energy bar and dining environment.
- Take accurate food and beverage orders, enter them into the Micros POS, and ensure prompt delivery.
- Offer beverage and menu recommendations with confidence, showcasing your knowledge of wine, beer, cocktails, and food pairings.
- Share tips and insights on local Banff attractions and experiences.
- Anticipate guest needs, personalize service, and build meaningful rapport through attentive interactions.
- Support bartenders and teammates to ensure consistent, efficient service delivery.

Operational Excellence

- Set up, maintain, and reset your section efficiently throughout each shift.
- Keep service areas stocked, polished, and organized under pressure.
- Assist with bar service including pouring wine, beer, and mixing simple cocktails.

- Support smooth service flow by running drinks, clearing tables, and helping wherever needed.
- Complete side duties including stocking, glass polishing, and general closing tasks.
- Adhere to Health & Safety and Alcohol Service protocols at all times.

Team & Culture

- Contribute to a culture of accountability, precision, and hospitality within a high-performing service team.
- Communicate clearly and respectfully with guests, colleagues, and kitchen/bar teams.
- Embody the values of care, excellence, and purpose in every guest interaction.
- Remain composed and efficient during peak volume with a consistent, professional demeanor.

What You Bring

- Alberta ProServe Certification required.
- Serving experience in a high-volume restaurant, bar, or lounge.
- Strong beverage knowledge, including cocktails, beer, and wine.
- Excellent communication skills and the ability to remain calm and organized in fast-paced environments.
- Comfort using Micros POS and handling cash/card transactions.

Bonus If You Bring

- Experience working in the Bow Valley or Banff hospitality scene
 - Multilingual communication skills
 - Genuine interest in developing deeper beverage knowledge
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Who You Are

You are disciplined, diligent, and quietly confident. You take pride in your ability to move quickly without compromising quality, staying calm and composed even when your section is full and the bar is buzzing.

You are task-focused and results-driven, with a deep respect for structure, consistency, and process. You thrive when you know your role, have clear direction, and can deliver high standards with minimal supervision. While social and upbeat in guest interactions, you prefer meaningful, respectful communication over showmanship—and your professionalism shines through in every detail.

Attend with precision. Serve with pride. Stay moved.

Physical Demands

- Continuous walking and standing throughout long shifts
- Frequent lifting and carrying up to 11lbs / 5kg; occasional lifting up to 22lbs / 10kg
- Frequent reaching, bending, and maneuvering in a crowded, dynamic environment

- Comfort working in a fast-paced, high-noise, social atmosphere

Visa Requirements: Must be legally authorized to work in Canada. The hotel is unable to assist candidates in obtaining Canadian work authorization.

Job Perks & Benefits:

- Comprehensive benefits package (Medical, Vision & Dental) including extended benefits like; Mental Health, Orthodontics, Fertility Drugs and Gender Affirmation for full time permanent status employees after 3 months.
- Defined Contribution Pension Plan with employer matching up to 5% of annual earnings for full time permanent status employees.
- Employee travel program with discounts on room rates as well as on food & beverage at Accor properties world-wide.
- Access to the Mountain Explorer Travel Program, exclusive room rates for colleagues, which includes 50% off all food & beverage when staying at Fairmont Resorts in Banff, Lake Louise, Jasper & Whistler.
- One complimentary buffet meal per shift in our staff cafeteria.
- Subsidized shared Staff Accommodation for full-time status (subject to availability).

At Rimrock Banff, we believe that diversity makes us stronger, and inclusion moves us forward.

Our team is made up of individuals from across the globe, each bringing their own culture, perspective, and story. In a place as naturally diverse as Banff National Park, it's only fitting that our workplace reflects the same richness.

Whether you're on shift or in staff housing, we want every person to feel seen, valued, and free to be fully themselves, regardless of race, culture, gender identity, religion, abilities, sexual orientation, or age.

Inclusion isn't a box we check, it's a value we live. And while we're proud of our progress, we know there's always more to learn, more ways to grow, and more voices to elevate.

Together, we build a workplace where belonging isn't just possible, it's expected.

Be you. Be bold. Stay moved.