



EMPLOYMENT OPPORTUNITY

Food Services Front of House III

Full-time, April through Oct. 15, 2022 (with the possibility of extension)
Hourly Rate: \$18.07 - \$23.84 (grade 3)

The schedule varies according to season and activities at the Garden; daytime, weekend, and evening work are required. Must be available to work any day of the week, including Saturdays, Sundays, and statutory holidays.

The University of Alberta Botanic Garden is a stunning 97-hectare (240-acre) property 15 minutes southwest of Edmonton. We are an award-winning visitor attraction and the largest botanic garden in Alberta. Our talented food services team creates daily in-house food offerings such as family-friendly lunches and elevated selections for events including unique dining experiences. The team contributes to exceptional guest experiences in a beautiful, natural setting.

Reporting to the Food Services Lead, the Food Services Front of House III will be responsible for providing daily operational leadership and functions of the Patio Cafe (Front of House).

Areas of responsibility also include:

- Supports staff training, schedules, and assigns daily tasks to the Guest Experience Representatives in the Patio Cafe (front of house)
- Demonstrates superior customer service skills with the ability to handle difficult situations and complaints to ensure excellence in customer care
- Ensures general site cleanliness is maintained in the Patio Cafe (front of house)
- Ensures that all food serving surfaces are kept clean & sanitary and that safe food handling procedures are adhered to
- Advises the Food Services Lead of any unresolved issues with guests or inventory
- Supports the accounting processes associated with the Patio Cafe (front of house)
- Ensures adherence to UofA, Facility and Operations, and Botanic Garden Policies and Procedures
- Works with the Guest Experience Representative III and IV to ensure GERs have the tools and training to provide exceptional guest experiences at the Garden
- Other duties as required

Qualifications:

- Ability to work in a fast-paced, high-volume environment.
- Ability to work independently with minimal supervision
- Minimum 5 years of experience in food and hospitality
- Knowledge of various dietary restrictions and diverse cultural menu
- Food Safety certification
- High-quality food standards
- Proven ability to maintain healthy team relationships
- Excellent communication and organizational skills
- Excellent customer service skills
- Ability to multitask and prioritize to take direction & provide direction
- ProServe certified is an asset
- Valid Class 5 driver's license a requirement
- Flexible schedule required – will involve some nights and weekends
- First aid and CPR are an asset



University of Alberta Botanic Garden
Located in Parkland County, 5 km north of Devon on Hwy 60
botanicgarden.ualberta.ca

TO APPLY:

Send your resume along with a cover letter stating the position applied for to: joe.simpkin@ualberta.ca

Posting will remain open until a suitable candidate is found

We thank all applicants, however, only successful candidates will be contacted.



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