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## **FOOD SERVICE ATTENDANT – up to 15 positions**

Casual Employment Opportunity

Reporting to the Floor Manager, Events, the Food Service Attendant is responsible for maintaining a high level of knowledge regarding Food & Beverage operations & products, and providing timely fulfillment and relief to a range of front-line Food & Beverage positions, depending on operational requirements. The incumbent will provide exceptional customer service at all times.

### **Duties:**

- Prepare and set up cutlery, glassware, napkins, linens, equipment, utensils and food serving stations as required.
- Provide professional food service to customers based on customer requirements.
- Prepare drink orders for server as required.
- Monitor customer alcoholic beverage intake and behavior.
- Provide billing and accept and process payment for orders as required.
- Reset the room for the next function/meeting and put away extra tables and chairs into storage area.
- Take beverage and/or food orders.
- Enter orders in the point of sale system and print receipts for bartender/kitchen or Table Games Inspector as required.
- Complete daily opening or closing duties as required.
- Greet customers entering the restaurant and seat them.
- Review the menu, daily specials and buffet menu with customers, answer questions as required.
- Check for any reservations to ensure tables are set accordingly, prior to the reservation time.
- Advise the kitchen of large tables, incoming reservations, sold out items, etc.
- Answer telephones, take reservations and provide assistance to general inquiries as required
- Effectively work the line to manage seating in restaurant and provide customer satisfaction.
- Report any maintenance issues to supervising manager immediately.
- Service of MPR functions as assigned.
- Encourage a climate that supports diversity.
- Performs other duties as assigned.

### **Primary Qualifications:**

- Six (6) months previous service/serving experience in the food service/hospitality industry.
- A minimum of six (6) months' work experience as a bartender or preparing a variety of beverages.
- Excellent interpersonal and communication skills are required in assisting and providing customer service.
- The key accountabilities for this position include adapting to new changing conditions in a positive manner, communicating and working respectfully with co-workers, consistently delivering excellence in customer service, demonstrating appropriate job knowledge, following direction from leadership on assigned tasks, following established Safe Work policies and practices, following Manitoba Liquor & Lotteries' policies and procedures, meeting the established attendance expectations, meeting the productivity performance expectations and taking accountability for actions.

### **Secondary Qualifications**

- Bilingual (French/English) language skills.
- Training in customer service, service etiquette, and wine education.
- Previous cash handling experience.

*\*\*\* Manitoba Liquor and Lotteries is committed to Diversity, Equity and Inclusion. We strive to hire a workforce that reflects the community we serve. Employment equity will be considered therefore applicants who identify as women, Indigenous people, members of racialized groups, and persons with a disability are encouraged to apply.*

*If you require an accommodation at any time during the recruitment process, please let us know how we can meet your needs.*

**Salary:** \$14.15  
**Bargaining Unit:** MGEU  
**Location:** Club Regent Casino

Individuals should apply by completing our online application form at [www.mbl.ca/jobs](http://www.mbl.ca/jobs) or by submitting a resume and application to [careers@mbl.ca](mailto:careers@mbl.ca)

**All applications are due by July 30, 2023.**

We thank all interested applicants, however, only those selected for interviews will be contacted.