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## **SERVER**

### Casual Employment Opportunity

Reporting to the Floor Manager, the Server is responsible for serving customers in the Lounge, Restaurant, Table Games and Slot areas in a timely manner and providing excellent customer service at all times. The incumbent will be assigned to Lounge Service, Table Games or Cart Service in the Slot area.

#### **Duties:**

- Opening Duties: make coffee, set up beverage service stations, review menu for daily specials, set up, stock supplies, condiments and count inventory, etc.
- Customer Service: take beverage and food orders, follow up with customers to ensure food and beverage quality, provide billing and accept and process payment for all orders, clear empty glassware and dishes from tables and cupboards, etc.
- Closing Duties: clear dishes; wipe down counters, stock cutlery roll-ups for next day, cash out, balance and complete deposit of sales as per policy and procedures, etc.
- Encourage a climate that supports diversity.
- Performs other duties as assigned.

#### **Primary Qualifications:**

- Six (6) months prior customer service in the food service/hospitality industry.
- Excellent interpersonal and communication skills are required in assisting and providing customer service.
- Experience handling cash and balancing floats.
- Completed or ability to complete a "Serving it Safe" certificate through the Manitoba Tourism and Education Council; however, may be acquired on the job.
- The physical ability to lift and carry weight up to forty (40) pounds.
- 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.
- The ability to work a variety of shifts based on the requirements of a twenty-four (24) hour per day, seven (7) day a week operation.

#### **Secondary Qualifications:**

- Bilingual (French/English) language skills.
- Training in customer service, wine education and serving etiquette

*\*\*\* 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 October 5 2023**

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