
ICE CREAM SHOPPE ATTENDANT

Casual Employment Opportunity

Reporting to the Floor Manager, the Ice Cream Shoppe Attendant is responsible for stocking of Ice Cream Shoppe items, production of Ice Cream Shoppe frozen treats, cleanliness of the Ice Cream Shoppe Kiosk, and greeting & serving Ice Cream Shoppe guests while providing excellent customer service at all times.

Duties:

- Ensure the Ice Cream Kiosk is stocked with fresh products and that all stock is rotated using the FIFO method.
- Quickly and accurately process payment from customers and balance cash while following all current cash handling procedures. Complete sales transactions for all forms of payment including cash, debit, credit card, gift certificates, and coupons.
- Serve frozen treats to the guests, quickly & correctly following recipe guidelines and utilizing established portion control measures.
- Answer questions from guests in a hospitable and knowledgeable manner.
- Portray a professional and hospitable image at all times.
- Turn on/off heating wells. Clean and sanitize ice cream and treat producing machines, stock/tear down mise en place.
- Sweep and mop floors.
- Gather dirty dishes, pans and utensils. Place in the dishwasher.
- Clear area and properly store food items.
- Maintain cleanliness/sanitation of all back and service kiosk areas.
- Encourage a climate that supports diversity.
- Other duties as assigned.

Primary Qualifications:

- The incumbent must have the physical capability of lifting up to 40 lbs in order to perform the functions of the job.
- Experience to work in a fast paced environment.
- 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.
- Excellent interpersonal and communication skills are required in assisting and providing customer service.
- Ability to work a variety of shifts based on the requirements of a twenty-four (24) hour per day, seven (7) day per week operation.

Secondary Qualifications:

- Bilingual (French/English) language skills.
- Six months customer service experience in the food service/hospitality industry.
- The incumbent is required to obtain a Food Handlers certificate. Certification may be acquired while on the job.
- 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 or by submitting a resume and application to careers@mbl.ca

All applications are due by October 6, 2023.

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