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## **FOOD SERVICE ATTENDANT – Up to 22 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.
- Satisfactory work performance in the preceding twelve (12) months. Attendance rate will be a consideration in the pre-screening process.

### **Secondary Qualifications**

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

*\*\*\*Testing may form part of the screening/selection process. Employment Equity will be a factor in the recruitment process. Circumstances may arise where the bulletin may need to be withdrawn or the number of positions may need to be increased depending on the Collective Agreement.*

**Salary:** \$13.02-\$13.67  
**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 December 4, 2021.**

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