



## **FOOD & BEVERAGE DEPARTMENT Job Description**

### **Suites Server**

**Reports to:** Suites Coordinator

### **General Description**

A Suites Server will endeavour to provide the highest level of customer service to our guests at all times. Beverages, both alcoholic and non-alcoholic in nature, as well as some food items, will be provided to our guests in a timely and courteous manner.

### **Requirements**

- Must have completed Smart Serve alcohol service training
- Previous serving experience an asset
- Ability to work in a fast paced environment
- Excellent Customer service skills
- Grade 11 math and reading skills
- Maitre D POS system experience is regarded as an asset

### **Responsibilities**

- Display knowledge of the suites food menu, wine & liquor menu, employee handbook, layout of the 200 level, and liquor laws
- Must understand all aspects of the training manual and use as reference when necessary
- Must listen and respond to customer complaints (acknowledge, apologize, act)
- Must maintain proper suites policies/procedures and dress code at all times
- Perform standardized opening and closing suites procedures (as outlined in the staff training manual) during each shift
- Must work well individually and as part of a team
- Must maintain high standards of cleanliness and acceptable levels of suites appearance at all times
- Required to work weekends & weeknights and on occasion be available to cover shifts
- Be knowledgeable about suite rental contact information, any specials/features, and other event day/night information
- Always come prepared for a shift with a note pad, corkscrew, bottle opener, small float of change, and pens
- Must handle cash, be familiar with credit/debit card procedures, and be responsible for large sums of money at times
- Must be courteous, pleasant, and well groomed at all times
- Must attend and participate in all training sessions and staff meetings throughout the season
- Must carry out all other duties as delegated by the Suites Coordinator or F&B Supervisor
- Other duties as required.



## **FOOD & BEVERAGE DEPARTMENT Job Description**

### **Suites Bartender**

**Reports to:** Suites Coordinator

#### **General Description**

A Suites Bartender will endeavor to provide the highest level of customer service to our guests at all times. Beverages, both alcoholic and non-alcoholic in nature, as well as some food items, will be provided to our guests in a timely and courteous manner.

#### **Requirements**

- Must have completed Smart Serve alcohol service training
- Previous bartending experience an asset
- Ability to work in a fast paced environment
- Excellent Customer service skills
- Grade 11 math and reading skills
- Maitre D POS system experience is regarded as an asset

#### **Responsibilities**

- Ensure customer satisfaction and promote the company's high level of luxury suites service standards at all times
- Display knowledge of the suites food menu, wine & liquor menu, ingredients in specialty drinks, employee handbook, layout of the 200 level, and liquor laws
- Must understand all aspects of the training manual and use as reference when necessary
- Must listen and respond to customer complaints (acknowledge, apologize, act)
- Must maintain proper suites policies/procedures and dress code at all times
- Ensure entire bar area, including bar top, floors, tables, and stools are clean and free of clutter at all times
- Perform stocking duties and inventory maintenance before, during, and after every shift
- Must work well individually and as part of a team
- Required to work weekends & weeknights and on occasion be available to cover shifts
- Be knowledgeable about suite rental contact information, any specials/features, and other event day/night information
- Must handle cash, be familiar with credit/debit card procedures, and be responsible for large sums of money at times
- Must be courteous, pleasant, and well groomed at all times
- Make a constant effort to become familiar with regular customers (i.e. season ticket holders, suite holders, etc.) and how to meet their needs
- Must attend and participate in all training sessions and staff meetings throughout the season
- Must carry out all other duties as delegated by the Suites Coordinator or F&B Supervisor
- Other duties as required.



## **FOOD & BEVERAGE DEPARTMENT Job Description**

### **Food and Beverage Shift Leader**

**Reports to:** Restaurant, Suites or the Concession and Vending Coordinator

#### **General Description**

A Food and Beverage Shift Leader supervises staff in specific Food and Beverage areas as well as interacts with the customers directly and maintains the highest level of customer service. They are also involved in the receiving and delivering of food orders and have the ultimate responsibility of ensuring that all monies are received from the customer for products which we provide to them. Leadership and customer service are paramount with a Food and Beverage shift leader.

#### **Requirements**

- Grade 10 math and reading skills
- Maitre D POS system experience is regarded as an asset
- Leadership and staff supervision experience is regarded as an asset
- Ability to work within strict time deadlines.
- Ability to work within a team and as an individual efficiently.
- Ability to work in an extremely fast paced and hectic environment
- Ability to think and make decisions quickly
- Some minor lifting is required
- Excellent customer service skills

#### **Responsibilities**

- Display knowledge of the food menu
- Preparation of food items as required
- Must listen and respond to customer complaints (acknowledge, apologize, act)
- Input all customer orders into the Maitre D POS system
- Must be courteous, pleasant, and well groomed at all times
- Use, maintain and clean concession area(s) and equipment
- Ensure that the concession area is clean and organized at all times
- Receive payment for all services provided to the customer
- Provide excellent customer service at all times
- Problem solve and make decisions quickly
- Supervise staff accordingly
- Must carry out all other duties as delegated by the Coordinator or F&B Supervisor
- Other duties as required.



## **FOOD & BEVERAGE DEPARTMENT Job Description**

### **Concession Server**

**Reports to:** Concession & Vending Coordinator

### **General Description**

A Concession Server interacts with the customers directly and quickly in a manner which promotes the highest level of customer service. They are also involved in the receiving and delivering of food orders and have the ultimate responsibility of ensuring that all monies are received from the customer for products which we provide to them. Customer service is paramount with a Concession Server.

### **Requirements**

- Grade 10 math and reading skills
- Maitre D POS system experience is regarded as an asset
- Ability to work within strict time deadlines.
- Ability to work within a team and as an individual efficiently.
- Some minor lifting may be required
- Ability to work in an extremely fast paced and hectic environment
- Excellent customer service skills

### **Responsibilities**

- Display knowledge of the food menu
- Must listen and respond to customer complaints (acknowledge, apologize, act)
- Input all customer orders into the Maitre D POS system
- Must be courteous, pleasant, and well groomed at all times
- Use, maintain and clean concession area(s) and equipment
- Ensure that the concession area is clean and organized at all times
- Receive payment for all services provided to the customer
- Provide excellent customer service at all times
- Must carry out all other duties as delegated by the Concession Coordinator or F&B Supervisor
- Other duties as required.



## **FOOD & BEVERAGE DEPARTMENT Job Description**

### **Concession Cook**

**Reports to:** Concession & Vending Coordinator

### **General Description**

A Concession Cook will produce and prepare menu items for the concessions and suites, maximizing efficiency and service, in and out of the kitchen, and ensuring that quality, quantity, and presentation of prepared food is completed in accordance with the facilities high standards.

### **Requirements**

- Grade 10 math and reading skills
- Ability to work within strict time deadlines.
- Ability to work within a team and as an individual efficiently.
- Food Handlers Certificate or equivalent recommended.
- WHMIS Certificate recommended.

### **Responsibilities**

- Prepare all menu items as per customer request.
- Pre-prepare all menu items according to par levels.
- Quality control of all food prepared.
- Ensure concession cooking areas are fully stocked.
- Minimize wastage.
- Maintain a clean and safe work area.
- Ensure cleanliness and organization of work area at all times
- Maintain a presentable appearance to the customers.
- Standard closing duties.
- Must carry out all other duties as delegated by the Concession Coordinator or F&B Supervisor
- Other duties as required.



## **FOOD & BEVERAGE DEPARTMENT Job Description**

### **Dishwasher**

**Reports to:** Restaurant Coordinator

### **General Description**

A Dishwasher will provide all Food & Beverage areas with clean dishes and small wares, maintain a clean and safe kitchen, and assist in ensuring timely delivery of food as needed, maximize efficiency, all the while maintaining the high standards of service for the facility.

### **Requirements**

- Grade 9 math and reading skills
- Ability to work within strict time deadlines.
- Ability to work within a team and as an individual efficiently.
- WHMIS Certificate an asset.
- Previous experience an asset.

### **Responsibilities**

- Maintain and operate the dishwasher and area.
- Maintain a clean and safe work area.
- Maintain a presentable appearance to the customers.
- Standard closing duties.
- Other duties as assigned.



## **FOOD & BEVERAGE DEPARTMENT Job Description**

### **Line Cook**

**Reports to:** Restaurant Coordinator

### **General Description**

A Line Cook will produce and prepare menu items for the restaurant, maximizing efficiency and service, in and out of the kitchen, and ensuring that quality, quantity, and presentation of prepared food is completed in accordance with the facilities high standards.

### **Requirements**

- 2 years cooking experience in a fast paced kitchen an asset
- Grade 10 math and reading skills
- Ability to work within strict time deadlines.
- Ability to work within a team and as an individual efficiently.
- Food Handlers Certificate or equivalent recommended.
- WHMIS Certificate recommended.
- Working knowledge of standard cost controls and waste management protocols.

### **Responsibilities**

- Prepare all menu items as per customer request.
- Pre-prepare all menu items according to par levels.
- Quality Control of all food prepared.
- Ensure restaurant cooking areas are fully stocked.
- Minimize wastage.
- Maintain a clean and safe work area.
- Maintain a presentable appearance to the customers.
- Standard closing duties.
- Other duties as assigned.



## **FOOD & BEVERAGE DEPARTMENT Job Description**

### **Suite Cook**

**Reports to:** Restaurant Coordinator

### **General Description**

A Suite Cook will produce and prepare menu items for the private suites and large functions, maximizing efficiency and service, in and out of the kitchen, and ensuring that quality, quantity, and presentation of prepared food is completed in accordance with the facilities high standards.

### **Requirements**

- 3 years cooking experience in a fast paced kitchen an asset
- Post-secondary education in a Food Preparation Program or equivalent experience.
- Grade 11 math and reading skills
- Ability to work within strict time deadlines.
- Experience with large functions and/or catering.
- Ability to work within a team and as an individual efficiently.
- Food Handlers Certificate or equivalent recommended.
- WHMIS Certificate recommended.
- Working knowledge of standard cost controls and waste management protocols.

### **Responsibilities**

- Preparation and delivery of food items for the Suites.
- Coordinate Suite order activity during a function.
- Quality Control of all food to be delivered to the Suites.
- Ensure Suite production areas are fully stocked.
- Ensure restaurant cooking areas are fully stocked.
- Prepare all menu items as per customer request.
- Pre-prepare all menu items according to par levels.
- Minimize wastage.
- Maintain a clean and safe work area.
- Maintain a presentable appearance to the customers.
- Standard closing duties.
- Other duties as assigned.





## **FOOD & BEVERAGE DEPARTMENT Job Description**

### **Restaurant Server**

**Reports to:** Restaurant Coordinator

### **General Description**

A Restaurant Server will welcome customers into the restaurant and seat them according to their needs. They interact with the customers directly and quickly in a manner which promotes the highest level of customer service. They are also involved in the receiving and delivering of food orders and have the ultimate responsibility of ensuring that all monies are received from the customer for services which we provide to them. Customer service is paramount with a Restaurant Server.

### **Requirements**

- Must have completed Smart Serve alcohol service training
- Grade 11 math and reading skills
- Maitre D POS system experience is regarded as an asset
- High School diploma or equivalent.
- Ability to work within strict time deadlines.
- Experience with large functions and/or catering.
- Ability to work within a team and as an individual efficiently.
- Some minor lifting may be required
- Ability to work in an extremely fast paced and hectic environment
- Excellent customer service skills

### **Responsibilities**

- Bussing and resetting tables
- Greet guests and provides menus if necessary
- Inspect dining room serving stations for neatness and cleanliness and corrects deficiencies if found.
- Required to work weekends & weeknights and on occasion be available to cover shifts
- Display knowledge of the food menu, wine & liquor menu, ingredients in specialty drinks, employee handbook, layout of the restaurant 200 level, and liquor laws
- Must listen and respond to customer complaints (acknowledge, apologize, act)
- Input all customer orders into the HIS POS system
- Must be courteous, pleasant, and well groomed at all times
- Receives payment for all services provided to the customer
- May prepare beverages and expedite food orders
- Provide excellent customer service at all times
- Must carry out all other duties as delegated by the Restaurant Coordinator or F&B Supervisor
- Practice Smart Serve - Checking identification before serving customers
- Other duties as required.



## **FOOD & BEVERAGE DEPARTMENT Job Description**

### **Restaurant Bartender**

**Reports to:** Restaurant Coordinator

#### **General Description**

A Draught Picks Tap House & Grill Bartender will endeavor to provide the highest level of customer service to our guests at all times. Beverages, both alcoholic and non-alcoholic in nature, as well as some food items, will be provided to our guests in a timely and courteous manner.

#### **Requirements**

- Must have completed Smart Serve alcohol service training
- Ability to work in a fast paced environment
- Excellent Customer service skills
- Grade 11 math and reading skills
- Maitre D POS system experience is regarded as an asset

#### **Responsibilities**

- Ensure customer satisfaction and promote the company's high level of service standards at all times
- Display knowledge of the food menu, wine & liquor menu, ingredients in specialty drinks, employee handbook, restaurant layout and liquor laws
- Must understand all aspects of the training manual and use as reference when necessary
- Must listen and respond to customer complaints (acknowledge, apologize, act)
- Must maintain proper restaurant policies/procedures and dress code at all times
- Ensure entire bar area, including bar top, floors, tables, and stools are clean and free of clutter at all times
- Perform stocking duties and inventory maintenance before, during, and after every shift
- Must work well individually and as part of a team
- Required to work weekends & weeknights and on occasion be available to cover shifts
- Must handle cash, be familiar with credit/debit card procedures, and be responsible for large sums of money at times
- Make a constant effort to become familiar with regular customers (i.e. season ticket holders etc.) and how to meet their needs
- Must attend and participate in all training sessions and staff meetings throughout the season
- Display knowledge of the food menu, wine & liquor menu, ingredients in specialty drinks, employee handbook, layout of the restaurant 200 level, and liquor laws
- Must be courteous, pleasant, and well groomed at all times
- Must carry out all other duties as delegated by the Restaurant Coordinator or F&B Supervisor
- Deal with any customers who have consumed too much alcohol. Practice Smart Serve
- Checking identification before serving customers
- Other duties as required.



## **FOOD & BEVERAGE DEPARTMENT Job Description**

### **Inventory Control/ Set-up**

#### **General Description**

The Part-Time Inventory / Receiving Clerk is responsible for inventory counting, receiving and managing of all supply orders, inventory stocking through multiple store rooms and ensuring adequate inventory and supplies are located at multiple locations throughout the facility. In addition, Receiving Clerks may also be responsible for conducting physical inventories, reporting and delivery of goods to respective outlets.

**Reports to:** Restaurant Coordinator

#### **Requirements**

- Completion of Grade 12.
- Ability to work within a team and as an individual efficiently.
- POS system experience is regarded as an asset.
- Ability to work within strict time deadlines within an extremely fast paced environment.
- Moderate lifting is required.
- Food Handlers Certificate or equivalent recommended.
- Excellent customer service skills.

#### **Responsibilities:**

- Assisting with weekly inventory counts for facility.
- Completes preliminary inventory orders, receives and checks stock to required levels.
- Reports on discrepancies to Food & Beverage Supervisor.
- Perform inventory opening counts prior to each event and double check closing counts and make appropriate corrections after each event in order to balance sales variances.
- Participates in a yearly review to identify opportunities for growth / improvement and evaluate results for the control of inventory at the designated facility.
- Provides setup assistance and service support as required for all events.
- Provide support for food and beverage staff on inventory related matters.
- Responsible to help ensure that all food and beverage equipment is properly maintained / cleaned and in good working order.
- Performs general maintenance and repair to food and beverage areas including minor equipment repair, cleaning spills, removing trash, etc.
- Responsible for ensuring the compliance of departmental policies regarding hygiene, health, safety and sanitation procedures.
- Responsible for adhering to and enforcing rules and regulations including those from the Health & Safety Act to ensure a safe and enjoyable environment for all facility patrons.



## **FOOD & BEVERAGE DEPARTMENT Job Description**

- Provides the highest level of customer service to both internal/external customers in a professional and hospitable manner.
- Responsible for organizing, maintaining and cleaning of all Food and Beverage Storage areas.
- During events will help to ensure that all food and/or stock items are delivered to Food and Beverage service areas and/or customers within the standard acceptable time limits.
- Assist Coordinators in the creation and execution of programs, promotions or events.
- Act in the capacity of a Shift Leader when required.
- Required to work weekdays, weekends and evenings as scheduled.
- Other duties as required.



## **FOOD & BEVERAGE DEPARTMENT Job Description**

### **Food Runner/ Busser**

**Reports to:** Restaurant Coordinator

#### **General Description**

The main responsibility of a food runner is to deliver food to restaurant patrons. Once a customer places an order, the waiter or waitress communicates the order to the cook. After the meal is prepared, the food runner is responsible for ensuring that the plate arrives to the customer. Food runners are the last of the staff to see the meal before it reaches the customer, so it's important for them to know what each dish is supposed to look like so nothing is missed. It's also important that the plates are handled carefully and brought out in a timely manner, to ensure optimal food temperature.

Food runners also assist other restaurant staff members with duties such as clearing and cleaning tables, filling water glasses and refilling drinks, maintaining cleanliness in the kitchen and customer areas and returning plates to the kitchen. The secondary responsibility of a food runner is to deliver food to the suite levels during the course of the shift.

#### **Requirements**

- Grade 10 math and reading skills
- Must have a moderate level of physical capability.
- Ability to work within strict time deadlines.
- Experience with large functions and/or catering regarded as an asset
- Ability to work within a team and as an individual efficiently
- Some minor lifting may be required (be able to carry up to 20 pounds)
- Ability to work in an extremely fast paced and hectic environment
- Excellent customer service skills

#### **Responsibilities**

- Bussing and resetting tables
- Greet guests and provides menus if necessary
- Inspect dining room serving stations for neatness and cleanliness and corrects deficiencies if found.
- Required to work weekends & weeknights and on occasion be available to cover shifts
- Display knowledge of the food menu, wine & liquor menu, ingredients in specialty drinks, employee handbook, layout of the restaurant 200 level, and liquor laws
- Must listen and respond to customer complaints (acknowledge, apologize, act)
- Must be courteous, pleasant, and well groomed at all times
- May expedite food orders
- Provide excellent customer service at all times
- Must carry out all other duties as delegated by the Restaurant Coordinator or F&B Supervisor