

**CUSTOMER SERVICE REPRESENTATIVE
PURPLE PEAR RESTAURANT PART-TIME (Up to 4 positions)**

Under the direction of the Manager, Food Services or designated supervisor, the Customer Service Representative – Purple Pear has primary responsibility to ensure visitors receive excellent food service in the restaurant.

The incumbent's primary responsibility is to ensure visitors receive prompt service that meets their food service requirements, prepare food, clean-up and facilitate sales transactions in a friendly and accurate manner and answer all inquiries about the facility when required. This individual must demonstrate exceptional customer service skills, patience, accuracy and communication skills. The incumbent will perform their duties with little or minimal supervision.

DUTIES:

The Customer Service Representative – Café/Concession reports directly to the Manager, Food Services. This individual will perform the following:

- Order Taking – Responsibilities include assisting visitors with their food service requirements. This includes greeting all guests, suggestive selling and order taking.
- Food Preparation – Preparation of all food requirements.
- Presentation – Ensuring all food presentation meets standards set forth.
- Housekeeping – Ensuring work area, cafeteria and concession is clean and neat at all times. This includes all tables, chairs, counters, floors and equipment.
- Inventory Control – Assist Manager with inventory control and order placement of product.
- Cash Handling – Processing all sales transactions as they occur, using correct cash handling procedures. Ensure all transactions are processed quickly and accurately.
- Guest Enquiries - Understanding the major aspects of the facility in order to answer “basic” guest questions; referring more difficult questions to the House Manager for handling.
- Other duties as required.

**KNOWLEDGE
AND ABILITIES:**

- Excellent customer service skills.
- Excellent communication and interpersonal skills.
- Food preparation experience.

QUALIFICATIONS:

- Previous experience in the food service industry.
- Previous cash handling experience.
- Must provide proof of valid ProServe if selected as successful candidate.

Note: A Security Clearance Check is a condition of employment for successful candidates. Must be completed prior to commencement of work and is the financial responsibility of the candidate.



SALARY: \$13.43 - \$17.29 per hour as per 2016 Collective Agreement

HOURS OF WORK: **Must be available weekends, weekdays and evenings as required (flexible schedule)**
5 -20 hours per week.

OPENING DATE: September 8, 2017

CLOSING DATE: September 15, 2017