

- Housekeeping - Ensuring work area is clean and neat at all times. This includes the equipment, counters, floors, windows, displays, etc.
- Re-stocking - Ensuring all display, rack cards, brochures, ticket stock and other supplies are well-stocked at all times. Advising the Food Experience Manager when products are running low to ensure supplies are re-ordered before being depleted.
- Other duties as required.
- Lead by example, as well as supporting and guiding your team when orders need additional assistance:
 - Inspire your team to deliver a guest experience that blurs the line between restaurants and quick service restaurants.
 - Make guests feel important and confidently answer their questions about our food and our guest experience.
 - Assist in training Front of House staff in guest experience, operational procedures and processes, and service excellence.
 - Ensure that all details of special events or packages are taken care of.
 - Provide feedback and ideas for improvements.
- Connect, in the most meaningful way, with guests during their visit at all touch points:
 - Act as a model of calm and fairness with guest experiences, and handling various situations with composure and positivity.
 - Respond to guest enquiries and demonstrating a strong understanding of the major aspects of the facility in order to answer “basic” guest questions; referring more difficult questions to the Manager or Assistant Manager, Food Experience for handling.
 - Provide special attention to Telus World of Science – Edmonton Members.
 - Assist the Food Services Manager in directing or controlling guests in an emergency situation. Understanding and following all emergency procedures as outlined in the Employee Handbook.

QUALIFICATIONS:

Knowledge and Abilities:

- Exceptional customer service, communication, and interpersonal skills. Exceptional relationship building and communication skills.
- Must demonstrate initiative and drive.
- Proven expertise in leadership and development of people.
- A passion for learning, and teaching others new skills about hospitality practices and leadership. The ability to build a strong team of talented individuals.
- A strong attention to detail.
- Ability to work well independently as well as part of a team.
- A strong problem solver with an insatiable desire to impact performance.



✉ WWW.TWOSE.CA

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Education and Experience:

- 3 to 5 years of Customer Service experience.
- Completion of a high school diploma or post-secondary education.
- Previous cash handling experience.
- Must provide proof of valid ProServe if selected as successful candidate. Proof must be provided within 2 weeks of hire and is the financial cost of the successful candidate.
- Previous supervisory experience in the food service industry would be an asset.
- Alberta Certificate in Food Sanitation and Hygiene or equivalent would be an asset.

Note: A clean Police Information Check including the vulnerable sector is a condition of employment for successful candidates. The check must be completed prior to commencement of work and is the financial responsibility of the candidate.

Wages: \$17.28-\$21.42 per hour based on 2017-2022 Collective Agreement (PT130).

Hours of Work: Up to 37.5 hours per week. Must be available weekdays, weekends, and evenings.

Opening Date: March 24, 2023

Closing Date: March 31, 2023

How to Apply: hr@twose.ca

Please include cover letter and resume in one document. We thank all applicants and advise that only those selected for an interview will be contacted.

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