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Q 11211 142 STREET NW EDMONTON, AB T5M 4A1

4 780-452-9100

POSTING NO.: ESSF 1643 AFFILIATION: CSU52

The Edmonton Space & Science Foundation Service Experience Lead – Purple Pear Temporary Full-Time (until September 4, 2023)

TELUS World of Science – Edmonton (TWOSE) is located in amiskwacîwâskahikan $A \Gamma^{0} b \dot{\Gamma} A^{0} b \Delta^{0}$ in Treaty Six Territory and the Métis Nation of Alberta Region 4. We are the destination to engage Albertans' hearts and minds in science, with a mission to ignite curiosity, inspire discovery, celebrate science, and change lives.

Our guests are diverse and so are we. TWOSE is deliberate in building a culture that is diverse, equitable, and inclusive. Science is for everyone, and we need team members with diverse perspectives, identities, abilities, and expressions. As such we encourage Black, Indigenous, and racialized peoples, persons living with disability and neurodiversity, women, sexual and gender minorities, and members of all minority groups to apply.

POSITION SUMMARY:

The Service Experience Lead is a key leadership role in the Purple Pear Restaurant at TELUS World of Science – Edmonton. As a shift leader, you set the pace for performance excellence and lead by example by stepping into service and touching tables. People are drawn to your confidence and charisma, and your leadership presence is felt the moment you step on the floor.

In this role, you will be a master at managing details in order to ensure smooth operations within a dynamic workplace environment. You will create exceptional guest experiences that go beyond good-enough customer service to provide our guests with surprise and delight in their day thanks to your proactive approach to hospitality.

DUTIES AND RESPONSIBILITIES:

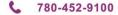
Under the direction of the Manager and Assistant Manager, Food Services, you will:

- Assist with general front of house duties in the Purple Pear:
 - Completing sales transactions accurately and effectively Greeting all guests, suggestive selling, order coordination, ticket printing, cash or credit transactions, providing information and possible visit scenarios "plan a visit" and thanking quest.
 - Cash handling Processing all transactions as they occur, always using the correct cash handling procedures. Ensuring that all transactions are processed quickly and accurately. Float is balanced to zero at the completion of all shifts.









- 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.
 - o 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.



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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.