

POSTING NO.: ESSF 1641

AFFILIATION: CSU52

The Edmonton Space & Science Foundation Guest Service Representative – Purple Pear Part-Time

TELUS World of Science – Edmonton (TWOSE) is located in amiskwacîwâskahikan $\langle \Gamma^{\circ} b^{\circ} f^{\circ} \langle \Gamma^{\circ} b^{\circ} \Delta b^{\circ} \rangle$ 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:

Join our talented Food Services team in delivering an exceptional customer service experience to our guests in the high-energy, fast-paced environment of the Purple Pear.

As a Guest Service Representative, your primary responsibilities will be: ensuring guests receive prompt service that meets their food service requirements, preparing food, keeping a clean and tidy dining environment, and processing sales transactions in a friendly and accurate manner.

The ideal candidate has strong interpersonal skills, an attention to detail and accuracy, and thrives on the excitement and variety of a food services environment where no two days are alike but there is always a unique opportunity to provide a memorable guest experience.

DUTIES AND RESPONSIBILITIES:

In this role, you will ensure that our guests receive prompt, excellent food service in the Purple Pear. Duties and responsibilities include:

- Order Taking – Assisting guests with their food service requirements, greeting all guests, as well as suggestive selling and order taking.
- Order Expeditor – Quickly and accurately delivering prepared orders from the kitchen to guests in the restaurant.
- Food Preparation – Preparing all food requirements.
- Presentation – Ensuring all food presentation meets restaurant standards.
- Housekeeping – Ensuring work area, cafeteria and concession is clean and neat at all times. This includes all tables, chairs, counters, floors and equipment.



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- Inventory Control – Assisting 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.

QUALIFICATIONS:

Knowledge and Abilities:

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

Education:

- Previous food service industry and cash handling experience is considered 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: \$16.74-\$20.95 per hour based on 2017-2022 Collective Agreement (PT120). Please note that this is a non-tipped position.

Hours of Work: Up to 30 hours per week based on operational need. 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, including weekly availability, in one document.
We thank all applicants and advise that only those selected for an interview will be contacted.**

LAT 53° 33' 40" N LON 113° 33' 50" W