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POSTING NO.: ESSF 1750 AFFILIATION: CSU52

# The Edmonton Space & Science Foundation Guest Service Representative – Purple Pear Part-Time (up to 2 Positions)

TELUS World of Science – Edmonton (TWOSE) is located in the heart of amiskwacîwâskahikan ⊲Γ⁻Ե˙ՐՎ˙∩Եً□ΔԵ¬ in Treaty Six Territory and the Métis Homeland. 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.

We take pride in building a culture that is diverse, equitable, and inclusive. Science is for everyone, and the Science Centre team is as diverse as our guests. 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 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 the work area, restaurant, and concession are always clean and neat to make a positive first impression on our guests. This includes all tables, chairs, counters, floors, and equipment.
- Inventory Control Assisting Manager with inventory control and order placement of







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products.

- 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 to answer "basic" guest questions, referring more complex 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 the commencement of work and is the financial responsibility of the candidate.

**Wages:** \$17.24-\$21.25 per hour based on 2023-2024 Collective Agreement (PT120). Please note that this is a non-tipped position.

**Hours of Work:** Up to 20 hours per week based on operational need. Must be available weekends and evenings, with some weekday availability preferred.

**Opening Date:** January 10, 2025 **Closing Date:** January 17, 2025

How to Apply: <a href="mailto:hr@twose.ca">hr@twose.ca</a>

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.