



Jr. Catering & Special Events Ambassadors

- Hillsburgh, Canada
- Part-time

Company Description

Ready for the next chapter of your career? Why not make one of Wellington County's leading restaurants be a part of it! We value relentless innovation, initiative and creativity of all sorts! We provide advancement in our company through hands on training and development with a Unique Abilities team where each member is valued and respected by using their natural strengths to ensure their success at work. Since we all work a lot of hours, we better enjoy being here and be fulfilling Fan/Joy's larger social purpose of inspiring the physical and mental health of youth and families in rural communities.

What's in it for you?

- A No-Drama workplace, no seriously, with no social media distractions at work. Our NO cell phone policy helps tremendously with the "No Drama" environment here.
- Competitive wages/salary packages. We are proud to be one of two restaurants in Wellington County Certified as a Living Wage Employer as of Dec 2019.
- Ability to join pooled tipping once you have satisfactorily completed five caterings and moved up to a Senior Catering Ambassador position
- Training and development opportunities
- Staff dining discount
- access to FanJoy's student bursary program for those who have been with the company for min 1000 hours of employment

Job Description

Under the direction of the Management Team, our Junior Catering & Special Events Ambassador position allows those with no catering experience to assist our Senior Catering Ambassadors while they learn how to provide our food, beverages and exceptional service to each of our guests. Our Ambassadors are extremely knowledgeable about all food and beverage items, etiquette, special occasion protocols and the hospitality

industry and will train the Junior Catering Staff on the job to be able to perform to the FanJoy standards of service. They are foodies at heart and bring a natural curiosity to their work that they want to share with our customers as they answer questions, provide recommendations and create an overall positive guest experience focused on enhancing connection. Ambassadors maintain a clean environment and monitor food quality to ensure all items are held to Fan/Joy's standards. Through knowledge, accuracy and efficiency our servers provide the upmost satisfaction to our guests.

PRIMARY DUTIES & RESPONSIBILITIES

- Create a positive guest experience through interaction and adherence to the steps of service
- Become knowledgeable about the food and beverage items served in order to make recommendations and describe catered food served correctly, including proper names, ingredients used and preparation style
- Monitor food quality and presentation standards, following all food safety standards and systems
- Monitor the cleanliness of the work environment, on or off site, and ensure all materials and areas are clean and free from clutter. Junior Staff assist with all set up and clean up as needed.
- Be aware of any special requests, inclusive of guest allergies and options on the menu for them
- Complete and initial all opening, closing and side-duties efficiently and safely
- Take direction and learn well from Senior Catering Staff
- Other duties as assigned or required

Qualifications

- A Degree/Diploma in Hospitality, Social Work, Psychology or PSW considered an asset
- At least 1 year serving experience in a similar environment
- A friendly, warm personality that can easily engage with customers
- Smart Serve Certification, Vulnerable Sector's Police Check and Food Safety Handler's Certification a requirement by end of first month of service, but preferred prior to start date
- High attention to detail
- Ability to stand for long periods of time, bend, lift up to 50 lbs, engage in repetitive motion required for service and perform required restaurant cleaning duties
- Ability to remain calm under pressure while working in a fast-paced environment
- Organizational skills and sales ability
- Ability to multi-task and demonstrate personal initiative
- Strong oral and written communication skills
- High level of product knowledge
- Ability to maintain a level of professional urgency and momentum
- **JR CHEF OPPORTUNITY** may exist for those with 200+ hours in with Fan/Joy's Junior Chef Life Skills Culinary Program, recommendation from Chef Pam Fanjoy and a demonstrated eagerness to learn along with 100% parental support of this initiative

Additional Information

** We thank all applicants for their interest in Fan/Joy; however, only suitable candidates will be contacted to continue the application process. **

Feb 2020