



## 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.
- Pooled gratuities shared amongst all staff based on hours worked on an event including 'tip to tail' duties
- A comprehensive group benefits program for permanent employees
- Training and development opportunities
- Staff dining discount
- RRSP matching program for managers

### Job Description

Under the direction of the Management Team, Catering & Special Events Ambassadors 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. 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 utmost satisfaction to our guests.

### **PRIMARY DUTIES & RESPONSIBILITIES**

- Create a positive guest experience through interaction and adherence to the steps of service
- Be knowledgeable of all food and beverage items in order to make recommendations and describe catered food served correctly, including proper names, ingredients used and preparation style
- Ensure accuracy when entering information into the Touch Bistro POS system and be able to utilize the POS system efficiently when serving at special events located at the restaurant
- 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
- 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
- Demonstrate knowledge of and the ability to up sell from the menu as well as Marketplace products, resale foods and Fan/Joy's Gourmet-to-Go line of take home meals in order to consistently increase your average customer guest check
- Have a standard knowledge of wine, wine service and basic bartending skills that are demonstrated by making the standard drinks list on our regular menu
- Ability to inventory rentals and restock as well as reload for pick up at the end of an event
- Ability to pack a party for offsite catering using the Catering Workplan and reverse engineer after a party executing our zero waste policy
- Ability to inventory off site or restaurant bar for caterings & special events as well as balance the till according to inventory rang out on the bar at the end of the event
- Effectively problem solve any customer concerns or complaints
- Ability to implement all Smart Serve Standards of service effectively and in a timely manner to reduce all liabilities, injuries or claims
- Other duties as assigned or required

### **Qualifications**

- A Degree/ Diploma in Hospitality, Social Work, PSW or Psychology considered an asset
- At least 2 years 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

### **Additional Information**

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

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