



Beverage Counter Attendant

As a member of our Fresh Foods Team you will have a positive impact on sales and customer satisfaction through your passion for food and pride in your environment. You will also have a positive impact on business efficiency through inventory management and loss reduction.

Your role will include assisting customers by providing information on products and services, addressing customers' special needs and delivering to them a delicious range of menu items.

Together with your teammates, you will be responsible for the production of foods and beverages as well as providing excellent customer service.

You will ensure a positive company image through adherence to our Customer Service Charter and Business Policies & Procedures.

Above all else, you will ensure the safety of our customers through your applied knowledge of safe food-handling procedures.



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REQUIREMENTS:

- Valid Worker Health and Safety Awareness Certificate
- Valid WHMIS Course Completion Certificate
- Valid Food Handler Training Certificate
- Excellent communication skills
- Ability to work as part of a team and independently
- Ability to follow instructions and procedures
- Ability to sell proactively
- Effective time management skills
- Strong work ethic and integrity
- Ability to visually examine products for quality and freshness
- Ability to lift up to 50 pounds / 23 kilograms
- Ability to work in hot / cold environments
- Ability to stand for long periods of time
- Uniform requirement
- Reliable transportation

GENERAL DUTIES:

- Provide immediate and undivided attention to each customer.
- Follow through on all customer questions and requests.
- Provide customers with consistent and exceptional service.
- Keep the food production and customer service areas clean and organized.
- Record-keeping.
- Adherence to applicable health and sanitation procedures, as well as safe work practices.
- Assist management in theft prevention measures.
- Support business and resort programs.
- Answer department telephone calls promptly and with excellent phone etiquette.



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PRIMARY DUTIES:

- Counter Service, including:
 - order taking
 - POS operation
 - cash handling
- Food & Beverage production, including:
 - inventory rotation
 - proper storage and handling of product
 - thawing / defrosting
 - following recipes
 - food preparation and finishing
 - product presentation and display

SECONDARY DUTIES:

- Extensive cleaning & sanitation
- Product and supplies rotation & stocking

EQUIPMENT:

- Soft Serve Ice Cream
- Espresso Machine (Automatic)
- Beverage Dispensers
- Food Preparation Appliances
- POS hardware & software

This job description is intended to describe the general requirements and duties for the performance of this job. It is not a complete statement of duties, responsibilities or requirements. Other duties not listed here may be assigned.