
POSITION TITLE:	Frontline Crew Member
SALARY RANGE:	\$11.40 per hour
REPORTS TO:	Director, Hospitality Services
EDUCATION:	Ontario Secondary School Diploma, currently enrolled in a post-secondary institution
TECHNICAL:	Proficiency in Point-of-Sale systems an asset, Smart Serve Certification and Safe Food Handler Certification

SUMMARY:

The Hospitality Services department oversees all hospitality operations of the Wilfrid Laurier University Students' Union on the Waterloo and Brantford campuses. Our operations consist of Wilf's Restaurant & Bar and The Turret on the Waterloo campus, and Williams Fresh Café and Golden Grounds Coffee Pub on the Brantford campus. Along with the daily aspects of a restaurant and nightclub/bar operations, a variety of catering and special events are held within the establishments. Reporting to the Hospitality Services Management Team - consisting of the Director, Hospitality Services, Business Manager, Wilf's Kitchen Manager, Wilf's Kitchen and Catering Assistant Manager, Guest Services Manager and the Hospitality Assistant Managers - the Frontline Crew Member serves guests through seating guests appropriately in the restaurant, providing accurate information to assist food and beverage selections; delivering orders to guests, all well ensuring to maintain dining ambiance. In addition, the incumbent will assist in the execution of service in The Turret during special events. In order to fulfill the aforementioned duties, the Frontline Crew member must be extremely well organized, detail oriented, have strong interpersonal skills and excellent time management skills.

SPECIFIC RESPONSIBILITIES:

Recognizing that the Frontline Crew Member function encompasses a broad and wide variety of tasks and responsibilities, it is important to note that not all functions are contained within this definition, and the position itself should be ever changing and adaptive to best meet the needs of the Students' Union. Specific roles and responsibilities allocated to the position include, but are not limited to, the following:

- Operate in accordance to the Vision, Mission, and Guiding Principles, by-laws and policies of the Wilfrid Laurier University Students' Union;
- Remain knowledgeable of all applicable departmental and human resources policies and procedures of the Students' Union, as required;
- Protect the establishment and its guests by adhering to sanitation, safety, and alcohol beverage control policies as outlined by the Alcohol and Gaming Commission of Ontario and the Students' Union;
- Remain certified and up-to-date in training for Safe Food Handler and Smart Serve, uphold and enforce all regulations pertaining to the storage, preparation, and delivery of food and beverage products;

POSITION DESCRIPTION

- Ensure the delivery of exceptional guest service through maintaining high product quality and a professional atmosphere in Wilf's Restaurant & Bar, The Turret, as well as during catering events;
- Prepare room(s) for dining by clothing tables and setting decorations, condiments, candles, napkins, service plates, and utensils on tables as required;
- Greet guests at the front doors and seat according to prescribed layout procedure;
- Facilitate take-out orders for guests at the host station in Wilf's restaurant;
- Assist guests with their food and beverage selection(s) by presenting menu(s), suggesting courses, identifying daily specials, advising on appropriate pairings, and answering food preparation questions;
- Aid in the delivery of meals accordingly;
- Retrieve any additional condiments or accompaniments as requested;
- Conclude dining experience by acknowledging choice of restaurant and inviting guests to return;
- Accurately complete cash-outs by reconciling cash as well as debit and credit transactions at the host station;
- Contribute to team effort by accomplishing related duties as needed;
- Restock products throughout the establishments as requested by other team members and managers;
- Manage coat check room in The Turret by taking coats and issuing tickets accordingly, and then retrieving coats as per ticketing system;
- Serve alcoholic beverages from satellite, non-fixed bars, in both Wilf's and The Turret as required;
- Assist in clean-up and take-down after special events;
- Continually seek opportunities to go above and beyond in providing a great guest experience; and
- And other duties as assigned by the Wilf's Hospitality Management Team.

WORKING CONDITIONS & TIME COMMITMENT:

- Part-time position, with an expectation to work 10-20hrs a week;
- Traditional hours of operation for both Wilf's Restaurant & Bar and The Turret are 11:00am to 2:00am, 7 days a week, therefore evening and weekend work hours are to be expected;
- Due to the nature of the hospitality services industry, it should be noted that hours may vary, often being irregular, and may be modified at any time by the Director, Hospitality Services; and
- Work will mainly be completed standing and moving around the establishment. As well, the following physical activities are required as a major job function within this position:
 - Walking and standing as a major job function;
 - Carry and transport objects of various sizes up to a maximum of 25 lbs;
 - Pushing or pulling contents that weigh a maximum of 75 lbs; and
 - Stretching, reaching, bending, stooping, crouching and/or kneeling for short periods of time.

COMMITTEE MEMBERSHIP:

- None at this time