

POSITION DESCRIPTION

POSITION TITLE:	Golden Grounds Crew
SALARY RANGE:	\$14.35 per hour (general minimum wage)
REPORTS TO:	Golden Grounds Supervisor & Hospitality Special Projects Manager
EDUCATION:	Ontario Secondary School Diploma, currently enrolled in a post-secondary institution
TECHNICAL:	Proficiency in Point-of-Sale systems and Safe Food Handler Certification

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 Golden Grounds 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 Golden Grounds Supervisor & Hospitality Special Project Manager, the Golden Grounds Crew member serves patrons through processing and completing customers' orders accurately and efficiently, providing accurate information to assist food and beverage selections, all well ensuring to maintain cafe ambiance. In addition, the incumbent will assist in the execution of service during special events. In order to fulfill the aforementioned duties, the Golden Grounds Crew member must be extremely well organized, detail oriented, have strong interpersonal skills and excellent time management skills.

SPECIFIC RESPONSIBILITIES:

Recognizing that the Golden Grounds Crew 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 patrons 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, uphold and enforce all health regulations pertaining to the storage, preparation, and delivery of food and beverage products;
- Remain proficient in basic culinary skills including safe knife handling;
- Ensure the delivery of exceptional guest service through maintaining high product quality and a professional atmosphere in Golden Grounds, as well as during catering events;

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- Greet guests immediately upon their arrival into the coffee pub in an enthusiastic and friendly manner;
- Assist patrons 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;
- Place customers' orders by accurately entering them in the point-of-sale system, ensuring to identify guests' dietary needs and special requests;
- Obtain revenues by totaling charges, issuing bills to customers in a timely manner, accepting payment accordingly and delivering bill and payment into the register;
- Create and fill customers' order as requested, and serve accordingly, all while following proper portion controls and presentation instructions;
- Restock products throughout the establishment by following proper storage procedures according to first-in-first-out (FIFO), as needed;
- Maintain a clean and safe work environment through regular cleaning and sanitation tasks, such as but not limited to, sweeping, mopping, and cleaning counters, shelves and walls in service area;
- Remove garbage, recycling and kitchen food waste from the service areas as needed, and properly place in designated containers outside the building;
- Ensure daily prep levels and all other duties assigned are completed prior to the end of shift;
- Accurately complete cash-outs by reconciling cash as well as debit and credit transactions;
- Continually seek opportunities to go above and beyond in providing a great guest experience; and
- And other duties as assigned by the Golden Grounds Supervisor & Hospitality Special Projects Manager.

WORKING CONDITIONS & TIME COMMITMENT:

- Part-time, contract position, with an expectation to work 5-25hrs a week;
- Traditional hours of operation of Golden Grounds are 8:00am to 8:00pm Monday through Thursday, and 8:00am to 3:00pm Friday;
- 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.