

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (RECREATION DIVISION – SPORT SERVICES – LOCATION – KING’S FOREST GOLF COURSE)

SERVER

The Healthy & Safe Communities Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Reporting to the Supervisor, Golf Operations. Provides quick and courteous service, maintains cleanliness standards at King’s Forest golf course. Ensure continuous high customer service standards, re-stocking of inventory, operation of beverage carts, restaurant service and halfway house operations.

GENERAL DUTIES

Responsible for arranging linens, cutlery, dishes, glassware, condiments, flowers, menus, programs, favours and napkins, etc. as directed.

Take customers' orders and is familiar with aspects of the menu in a restaurant setting and banquet setting.

Operate cash register, point of sale (POS) and debit machines and balance cash for each shift and as required.

Load and unload serving carts.

Operate the Beverage Cart

Serve food and beverages to customers in a courteous and tactful manner.

Replenish condiments and other supplies at counter and serving areas

Clean tables, chairs, work and service areas by washing, wiping.

Rinse cutlery, glassware and dishes. Load, run and unload dishwasher.

Wash, disinfect and dry dishes by hand as required.

Bag laundry items for cleaning.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety and the Food Premises Regulation Act section 589.

Perform opening and closing cash handling procedures as per policies and procedures. Complete cash handling envelope as required and deposits the envelope in the safe at the end of each shift.

Work in accordance with the provisions of applicable Health Protection and Promotion Act, R.R.O. 1990 Regulation 562 Food Premises

Perform other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Must have demonstrated experience in a customer service position within the restaurant, hospitality and/or retail environment. Previous experience serving in a food and beverage setting preferred.
2. Demonstrated experience working with cash handling and balancing cash transactions. Working knowledge of Point of Sale system.
3. Must possess already or be able to obtain a Smart Serve Certificate within 30 days of employment. Preference will be given to applicants currently possessing Smart Serve certification.
4. Must have excellent communication skills and a positive demeanor. Demonstrated ability to deal with customer requests for service and respond promptly to customer needs.
5. Must possess and maintain current certification in "Standard" First Aid with CPR Level "C". (This must be clearly identified on your resume.) All "Standard" First Aid certificates must be issued by a training agency recognized by the Workplace Safety Insurance Board (WSIB). Please refer to the WSIB website www.wsib.on.ca for approved providers. At time of assessment (which could be as early as days after the posting closes), you will be asked to provide "**proof**" that you possess the required certificate(s).
6. High Five training would be considered an asset.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
