CAFÉ SERVER LEAD
January 2023

Term:
April – May 14, 2023 – Part time hours
May 15, 2023 – September 30, 2023 – Full time hours
Possibility of casual hours past October 1, 2023 if agreed.

The position is a rotational 7 day a week position and will include weekends.

Goals:
To offer IPG visitors a quality, memorable, dining experience.

Summary:
This position will serve as the Lead Host/Server for the IPG Café. This position is hired by the Visitor Services Manager in consultations with the Finance Controller.

Responsibilities:
1) Create a welcoming and inclusive atmosphere at the Café
2) Work with Visitor Services Manager to hire and train Café Servers
3) Scheduling of Café Servers in partnership with the Visitor Services Manager, respecting the significant swings in numbers of guests depending on the day and season.
4) Able to use POS, debit machines, take cash and balance daily receipts.
5) Ensure sanitation and food safety practices are followed for both USA and Canada requirements. Inspect supplies, equipment, and work areas to ensure conformance to established standards
6) Greet guests as they enter the Café and take their orders
7) Ensure cleanliness of the cafe and patio area is maintained
8) Other duties as assigned

Qualifications:
1) Experience working in a café or restaurant setting
2) Customer service experience
3) Experience supervising staff and/or volunteers
4) Experience working with POS system, cash and debit machines
5) Ability to work as part of a team
6) Have strong interpersonal communication skills, and attention to detail
7) Ability to work effectively under high pressure and high expectations

Working Conditions and Physical Effort
1) Moderate physical activity. Requires handling of average weight objects up to 25 pounds. Ability to stand and/or walk for more than four (4) hours per day
2) Limited exposure to physical risk
3) Work is normally performed in a typical interior/office work environment

Reports to:
Visitor Services Manager