

TOWN OF NIVERVILLE

POSITION TITLE:	CANTEEN ATTENDANT
REPORTS TO:	CANTEEN COORDINATOR
JOB TYPE:	SEASONAL PART TIME (15-20 HOURS EVERY TWO WEEKS)
EFFECTIVE:	SEPTEMBER – MAY (MIGHT BE EXTENDED BASED ON NEED)

POSITION SUMMARY

The Canteen Attendant will be responsible for the daily duties of the canteen in the South End Golf Simulator Lounge including, but not limited to, serving beverages, food preparation, customer service, cash handling, inventory control, merchandise, and supply restocking. Must be 18+ years of age.

GENERAL ACCOUNTABILITIES

1. Planning and Service Delivery

- Set up and prepare the Golf Simulator Lounge
- Turn on and sync projectors, computers, and golf simulator equipment
- Provide an overview of how to use the golf simulator software such as selecting courses, inputting player names, and changing left/right player swing
- Clean and prepare serving stations and guest tables
- Serve and manage inventory counts of alcoholic and non-alcoholic beverages in accordance with Manitoba LGCA guidelines
- Checks prep list and begins prep work for the day
- Turns on all applicable appliances
- Notifies Canteen Coordinator of any product / equipment / appliance problems
- Ensures that food preparation, food handling procedures, food storage, and service are in accordance with Health Department regulations and guidelines
- Correctly operates all food service equipment
- Communicate with other staff and customers in a courteous and professional manner
- Maintains good personal hygiene, including regular hand washing
- Responds to customer inquiries / refers patrons as appropriate
- Completes weekly inventory control and documentation and daily restocking of merchandise

- Provides prompt, efficient, and gracious service to all guests including preparing food, beverages, and snacks as ordered, giving correct change for cash transactions and / or processing point-of-sale purchases
- Follows and specified procedures to correctly and accurately handle all cash and credit transactions, including counting start-up cash and balancing at the end of the shift
- Turns off and cleans all appliances post-shift including wiping down all surfaces, sinks, equipment, and refrigeration units
- Empties all kitchen garbage
- Sweeping and mopping the floor
- Immediately reports all suspicious occurrences and hazardous conditions

2. Other Duties

- Perform other duties as assigned by the Director of Recreation & Wellness or Canteen Coordinator.

KEY PERFORMANCE MEASURES

- Service Quality, measured by community feedback and canteen utilization.
- Operational Effectiveness, measured by alignment of food service offerings with community needs.

TECHNICAL COMPETENCIES

- Responsible, courteous, good communication skills
- Accurate cash handling skills and ability to operate point-of-sale purchases
- 18+ years of age
- Smart Choices Responsible Service Certification
- Food Handler training an asset
- Food Service background an asset
- Ability to work without close supervision
- Good customer service skills to deal effectively with the general public
- Must be available to work flexible hours including evenings and weekends

CORE COMPETENCIES

- ✓ Integrity & Trust Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.
- ✓ Accountability Understands the role of leadership; make oneself accountable to manager(s)/ supervisor(s) relating to one's work performance.
- ✓ Service Orientation Demonstrates concern for meeting internal and external ratepayer needs in a manner that provides satisfaction for the ratepayer within the resources that can be made available.

BEHAVIOURAL COMPETENCIES

- ✓ Interpersonal Skills.... Relates well with all kinds of people, inside and outside the organization.
- ✓ Problem Solving..... Identifies problems and uses logic, judgment, and data to evaluate alternatives and recommend solutions to achieve the desired organizational goal or outcome.
- ✓ Conflict Resolution.... Pursues a variety of approaches to manage and resolve ` concerns, disagreement, and conflict.
- ✓ Time Management Is conscious of time and work quality and how it relates to task completion, through appropriate communication with supervisors, adequately preparing and following through with assignments in a timely manner.
- ✓ Attention to Detail.... Ensures information, task or assignment is completed thoroughly and accurately.