The Guest Experience Team currently consists of:

- Facility Bookings and Events
- Food Operations
- Guest Services

These three units create a guest-focused team that contributes to exceptional guest experiences and supports the Garden’s strategic pillars for guests visiting the U of A Botanic Garden. Reporting to the Guest Experience Representative (GER) IV - Food Operations, the GER III - Front of House will be responsible for providing daily operational leadership and functions of the Northern Lights Dining Experience (NLDE).

**Responsibilities**

- Provides support in various capacities to the evening dining service
  - Host, busser, dishwasher, food prep, server, driver, laundry, food assembly
- Adherence to Alberta Health Services standards around food safety
- Demonstrates superior customer service skills with the ability to handle difficult situations and complaints to ensure excellence in guest care
- Ensures general site cleanliness and sanitization is maintained
- Ensures that all food serving surfaces are kept clean and sanitary and that safe food handling procedures are adhered to
- Participates in the setup and tear down of facility rental requirements
- Assists and supports new and ongoing special events at the Garden
• Advises the Guest Experience Representative III of any unresolved issues with guests or inventory

• Ensures adherence to U of A, Facility and Operations, and Botanic Garden policies and procedures

• Other duties as required

**Qualifications**

• Excellent communication skills

• Excellent customer service skills

• Ability to work in a fast-paced, high-volume environment.

• Ability to work independently with minimal supervision

• Ability to lift and carry 30 lbs

• Strong organization, accuracy, and attention to detail

• Excellent time management and organizational skills and attention to detail

• Flexible schedule required, including evenings and weekends

• Proserve is an asset

• Valid Class 5 driver’s licence is an asset

• First Aid and CPR are an asset

We thank all applicants, however only successful candidates will be contacted.