| EMPLOYMENT DATES | November 7, 2022 to January 15, 2023 with possibility of extension  
|                  | NLDE shifts: Wednesday–Sunday 3 p.m.–11 p.m. |
| TYPE             | Part-time position       |
| HOURLY RATE      | $18.07 - $23.84          |
| APPLICATION DEADLINE | Posting will remain open until a suitable candidate is found |
| HOW TO APPLY     | Send résumé along with a cover letter stating position applied for to uabg.info@ualberta.ca |

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 and supports staff training, schedules, and assigns daily tasks to the Guest Experience Representatives (GER) providing dining service in the 30 dining domes and private events
- Responsible for the execution of food and beverage service for dining events
- Adherence to Alberta Health Services standards around food safety
- Responsible for dining area cleanliness in the dining domes and servery space (front of house)
- Ensures that all food serving surfaces are kept clean and sanitary and that safe food handling procedures are adhered to
- Advises the GER IV - Food Operations of any unresolved issues with guests or inventory
• Supports the accounting processes associated with the Northern Lights Dining Experience (payment procedures and nightly cash-outs)
• Leads the front-of-house team and collaborates with the back-of-house team
• Ensures staff timesheets are accurately completed according to the payroll schedule
• Ensuring food offerings cater to a variety of dietary restrictions
• Ensures adherence to U of A, Facility and Operations, and Botanic Garden policies and procedures
• Other duties as required

Qualifications
• Excellent communication and organizational skills
• Excellent customer service skills
• Ability to work in a fast-paced, high-volume environment
• Minimum three years of experience in food and hospitality
• Knowledge of various dietary restrictions and diverse cultural menu
• Food safety certification
• High-quality food standards
• Proven ability to maintain healthy team relationships
• Ability to multitask and prioritize to take direction and provide direction
• ProServe certification is an asset
• Valid Class 5 driver’s licence a requirement
• Flexible schedule required—will involve some evenings and weekends
• First aid and CPR are an asset

View all Botanic Garden Employment Opportunities

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