# GUEST EXPERIENCE REPRESENTATIVE III Back of House
## Food Operations - Northern Lights Dining Experience
### Job posting

<table>
<thead>
<tr>
<th>EMPLOYMENT DATES</th>
<th>November 7, 2022 to January 15, 2023 with possibility of extension</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>NLDE shifts: Wednesday–Sunday 10 a.m.–6 p.m.</td>
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<tr>
<td>TYPE</td>
<td>Part-time position</td>
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<tr>
<td>HOURLY RATE</td>
<td>$18.07 - $23.84</td>
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<tr>
<td>APPLICATION DEADLINE</td>
<td>Posting will remain open until a suitable candidate is found</td>
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<tr>
<td>HOW TO APPLY</td>
<td>Send résumé along with a cover letter stating position applied for to <a href="mailto:uabq.info@ualberta.ca">uabq.info@ualberta.ca</a></td>
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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 - Back of House will be responsible for providing daily operational leadership and functions of the Northern Lights Dining Experience (NLDE).

## Responsibilities

- Provides & 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 operation functions
- Adherence to Alberta Health Services standards around food safety
- Responsible for kitchen sanitization and cleanliness of the overall kitchen area
- Standardizing food assembly operations for efficient preparation of a standardized, repeatable offering
• Advises the GER IV - Food Operations of any unresolved issues with guests or inventory
• Responsible for leading the back-of-house team and collaborating with the front of house team
• Ensures staff timesheets are accurately completed according to the payroll schedule
• Ensures 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