Job Description

**Job Title:** Food Services Support Person

**Department:** Food Services

**Reports To:** Manager, Operations or Supervisor

**Jobs Reporting:** None

**Salary Grade:**

**Effective Date:** October 2017

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**Primary Purpose**
Perform a wide variety of duties supporting the preparation and service of food and meals in various service outlets while delivering a superior customer experience.

**Key Accountabilities**

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<tr>
<th>The duties and responsibilities will vary widely depending on location, shift, task assignment, menu and other factors. Examples include but are not limited to:</th>
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<tbody>
<tr>
<td>• Support and assist with food and beverage preparing, assembly and serving in accordance with strict guidelines and recipes.</td>
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<tr>
<td>• Follow direction on merchandising and display set-up, ensure food is visually pleasing and presented in accordance to direction and recipe. Some stock replenishment when directed.</td>
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<td>• Respond to immediate customer needs. Strive to meet service standards, use “making it right” protocol as necessary. Escalate unresolved complaints to the FSA, GL or Supervisor.</td>
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<td>• Assist in covering breaks in their units and at times other units within their working group.</td>
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<td>• Provide functional direction for casual employees including explaining how to perform tasks and some problem resolution.</td>
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<td>• Processing general transactions. Loading cards with funds. May count float with oversight.</td>
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<td>• General cleaning and sanitizing. Report equipment issues to Group Leader or FSA.</td>
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<td>• Complete Food Safety certification training.</td>
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**Required Qualifications**

**Experience**
- Ability to work in a fast paced, customer oriented environment.
- Some food service retail or equivalent experience would be an asset.
- G driver’s license would be an asset

**Knowledge/Skills/Abilities**
- Interpersonal, organization and communication skills.
- Ability to remain calm and polite at all times, be able to multi-task, show initiative.

**Nature and Scope**
- **Contacts:** Provide superior service to customers within assigned unit.
- **Level of Responsibility:** Accountable to own actions as directed. Adhere to policies and practices.
- **Decision-Making Authority:** Following specific guidelines in a fully directed manner.
- **Physical and Sensory Demands:** Frequent hands-on activities. Moderate lifting (20kg)
Working Environment: Typical of a restaurant environment. Must have a flexible schedule to work early mornings, late evenings, weekends.