

Job Title: Ram in the Rye Server

Reporting to: Lead Hand on Duty

Location: The Ram in the Rye (Ryerson Student Centre)

Posting Date: Friday July 15th, 2016

This part-time position is included under the currently Collective Agreement with OPSEU Local 596, Unit 2.

As a member of the Ryerson Student Centre team, you will conduct yourself with integrity, and are committed to providing the best possible customer service to Ryerson students, staff, faculty and external clients.

GENERAL DUTIES

- Ensuring that the Ram in the Rye is clean and presentable to all guests and assisting in any cleaning duties that may be required to maintain such appearances. (i.e. cleaning any spills, organizing stock, organizing table and chair setup and any other reasonable cleaning duty);
- Responsible for the preparation of tables, laying out napkins and utensils, making sure the condiments are refilled, performing all other preparation tasks as required;
- Staying updated on current menu choices, specialties and menu deviations;
- Responsible for knowing if the kitchen has or is running out of any menu items;
- Responsible for greeting guests and assisting them to find tables in available sections;
- Responsible for checking guest's identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages in the absence of a wrist band;
- Ensuring that seated guests are presented with a menu and have drink and food orders taken within prescribed times;
- Responsible for maintaining an understanding of the menu and all ingredients and be able to answer questions related to this for our customers;
- Ensuring that follow-ups are happening with seated guests within prescribed times;
- Providing excellent customer service to guests of the Ram in the Rye;
- Responsible for the delivery of food and drinks within prescribed times;
- Ensure all special requests, modifiers and instructions on all food items have been fulfilled before delivering it to the customer;
- Ensure all meals are properly put together, look pleasant, with the appropriate side before delivering to the customer;
- Responsible for the collection of revenues, issuing receipts, accepting payments, returning change;
- Conducting and maintaining regular inventory on goods and wares;
- Reporting to Management any day to day discrepancies in inventory, food quality or customer satisfaction;
- Assisting in staff training when necessary;
- Conducting cash-out procedures, ensuring accuracy and accountability at all times;
- Ensure all internal-controls and procedures related to cash handling and loss-reduction are followed.
- Comply with all applicable laws of Canada, the Province of Ontario, and the City of Toronto including but not limited to those regulations provided by Toronto Public Health, the Alcohol and Gaming Commission of Ontario, the Ministry of Labour, the Ministry of Agriculture and Food, and the Ministry of Health;
- Other duties as assigned

Job Title: Ram in the Rye cont'd

QUALIFICATIONS

- Experience working in a fast paced restaurant or café.
- Knowledge of responsible Alcohol service.
- Outgoing and friendly personality.
- Ability to work under pressure.
- Ability to prioritize multiple tasks.
- Able to work days, evenings and weekends as necessary
- Smart Serve Certification

HOURS: 12 - 24 hours per week

COMPENSATION: \$9.59 per hour to start in accordance with the Collective Agreement

EQUITY STATEMENT

The Ryerson Student Centre is committed to employment equity and encourages applications from diverse communities, including: Aboriginal people, persons of colour, persons with disabilities, members of the queer community, Transgender people and women.

Persons with disabilities are encouraged to come forward at any stage of the recruitment process to request accommodations, if needed. Members of our team will consult and create processes that provide individuals with disabilities the best possible recruitment experience.

APPLYING:

We thank all who apply, however only qualified candidates will be contacted for an interview.

Please submit resume and cover letter (one document in Word or PDF Format is acceptable) to Tracey Thompson, Restaurant Manager at jobs@ryersonstudentcentre.ca (Subject Line - Ram in the Rye Server) by Friday August 19th, 2016 at 5:00 pm. No phone calls please.