

Café Attendant

NAV CENTRE

Your Contribution:

We are seeking a dynamic individual to fill the role of Café Attendant in Cornwall, ON at the NAV Centre, located at the 1950 Montreal Road

About Us:

Known as eastern Ontario's largest conference and meeting centre, the NAV CENTRE features 70,000 square feet of meeting room space along with 535 guest rooms, an indoor pool, gym, fitness centre and a spa. Earlier this year, the facility was recognized as a 'top pick' executive conference centre – 1 of 12 in all of Canada and the United States.

Responsibilities:

Greet guests in a warm, welcoming manner to ensure comfort and assure personal attention to service requests

Maintain the highest level of courtesy and customer service at all times

Encourage guests to experience daily specials and new menu items

Promote specialty and seasonal coffee products

Answer guest inquiries about the menu & beverage choices as well as other outlet functions

Make recommendations you genuinely feel the guests will enjoy

Process food & beverage orders promptly into POS (point-of-sale) to relay requests to kitchen for efficient preparation

Ensure financial transactions are in compliance with Cash Handling SOP

Prepare orders to the specifications of menu and customer request

Maintain product levels while keeping a clean service area

Keep fridge in good order with visible dates and labels

Daily product rotation in accordance with FIFO (first in, first out)

Address customer concerns promptly, if unable to resolve, forward to supervisor for follow up

Report any equipment problems to supervisor immediately

Report any supply shortages for resolution

Ensure equipment is used correctly, maintained and in top sanitary condition at all times

Arrive daily at work promptly, in clean and appropriate uniform

Must be able to function in a fast paced, high stress environment

Must be able to lift heavy objects

Follow "clean as you go" work habits

Support the unit's Health & Safety program

Requirements:

Previous experience working in a similar role is an asset.

Superior customer service, strong desire to deliver on excellence

French/English both spoken and written bilingual is a strong asset

We are committed to Employment Equity and Diversity. We do not discriminate against any employee or applicant for employment because of national origin, race, religion, ethnic group, age, disability, gender, sexual preference, sexual or gender identity, status as a veteran or any other federal, provincial or local protected class.

"We welcome and encourage applications from people with disabilities. Accommodation is available on request from candidates taking part in all aspects of the selection process."

Only those candidates under consideration will be contacted.

Applications can be sent via email: jalal.romi@navcanada.ca. Visit us at navcentre.ca