



Position: CATERING Hospitality Ambassador

Reports To: Food and Beverage Supervisors

Email Résumé To : jocelyn.mullin@sodexo.com

Starting Wage: \$19.00

Status: Part-time or casual, Hourly

Principal Responsibilities:

Facilitate functions and events under supervisor's direction to the highest of professional standards. He/She will provide high levels of service consistent with Sodexo Live & Niagara Convention Centre Standards, as our goal is to be #1 in Event Hospitality- we are all "Hospitality Ambassadors." This position executes all service duties from banquet service, cash & retail, or bartending, depending on the in-house group, according to Sodexo standards.

Essential Responsibilities:

Provide guests exceptional experience while following Sodexo's & the Niagara Falls Convention Centre's service excellence standards. Follow directions to execute the functions according to the Banquet Event Orders. Serve guests with professionalism, in banquet, concession or trade shows-including plated meals, buffets, bars and coffee service. Responsible for stocking & maintaining cleanliness of workstations. Conform to the regulations of the alcohol beverage authority. Ensure compliance with all applicable health and safety regulations.

Qualifications/Skills Required:

- Smart Serve Certificate **MUST**
- Ability to work well in a team environment.
- Ability to understand written and oral direction and to communicate same with others in English, reading & understanding banquet event orders.
- Ability to multitask and to execute the duties of catering and retail events.
- Ability to fluctuate between positions such as buffet service, plated meals, bartending, cashiering, bussing, and quick service foods (retail).
- Ability to stand or be on feet for extended periods of time.
- Previous catering, retail or serving experience is an asset

Hours of Work:

Start and end times will be determined by business needs. The position requires working early morning, late evening, weekends and holidays. Overtime may be required.

Other Requirements:

Must be able to lift and balance up to 25lbs in weight regularly and able to lift a maximum of 50lbs on occasion. Must be able to exert well-paced mobility to maneuver quickly among different areas.