

## Customer Service Personnel

### Job Description

#### Nature

This position is responsible for providing efficient and courteous customer service in the lounge operations for the corporation.

#### Scope

Reporting to the Supervisor, the incumbent is responsible for monitoring and providing efficient service to customer who navigate through our food service area of operations.

#### Responsibilities

- Must know menu items, prices and specials
- Be familiar with cash system and operations
- Responsible for maintaining a balanced cash register.
- Ensures that all items sold are recorded through cash register system and that proper change is distributed.
- Serve customer in a prompt and friendly manner using the lounge steps of service.
- Be familiar and promote all upcoming events in the lounge
- Responsible for understanding and adhering to the lounge policy and procedures
- Clean and stock service condiment area as required
- Clean and stock self serve fridge, sub fridges, cups etc as required.
- Assist in the receiving and storage of food and beverage inventory
- Notify Supervisor of any breakage or damage
- Notify Supervisor of any problems with patrons
- Keep food service area and cash area clean and stocked at all times.
- Change trash receptacles on a regular basis and dispose of garbage properly
- Be familiar with all lounge storage areas
- Supports other staff members in their duties as required
- Enforce and understand AGCO rules and regulations
- Document any incidents or injuries acquired while working in a prompt and responsible fashion in the appropriate Log Book
- Familiarize yourself with all first aid stations, supplies and equipment
- Maintain a high level quality, service and cleanliness always
- Be neat, clean and presentable with proper staff attire when working
- All other assigned duties

Please submit resume and cover letter to:

**Kathrin Allgoewer,**  
Supervisor of Hospitality Services  
The Observatory Rm. A170  
1385 Woodroffe Ave  
Ottawa, ON  
K2G 1V8  
[allgoek@algonquincollege.com](mailto:allgoek@algonquincollege.com)