

# Royal Majesty Espresso

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Blue Mountains, Ontario

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[www.royalmajesty.ca](http://www.royalmajesty.ca)

**Position Title :** Barista . Cashier . Baker. Kitchen Help - Seasonal Part Time Position - Job Posting

**Reports to:** General Manager

**Department :** Espresso Bar

**Duration:** The position will be required for 4 months, December 1st- March 30, 2020

**Available Shifts:** Monday to Sunday Shift Work between 6:45am - 9:00pm  
Up to 30 hours per week depending on business needs  
Shifts outside of the regular schedule may be required; candidates must be flexible to accommodate .  
Possibility of contract extension

**Compensation :** Pay rate range \$ 14.50 to \$ 15.50 per hour, depending on experience

**Apply:** Email resume and cover letter to [info@royalmajesty.ca](mailto:info@royalmajesty.ca)

**ABOUT THE COMPANY** Cafe located in the heart of Blue Mountain Village, specializing in providing our guests premium espresso based drinks, in house fresh baked goods and made to order hot pressed sandwiches.

**POSITION PURPOSE**

- Serve customers efficiently with food and drink orders and take payments.
- Assist in preparation of cafe and counters before, during and at the end of service.
- Offer customers amazing standards of customer service and care.

**ESSENTIAL FUNCTIONS** \* Demonstrating the highest standards of customer welcome and care when assisting customers at the counter and when delivering orders to tables.

- Giving advice, guidance and recommendations on products and menu selection to customers to ensure a positive experience and repeat business.
- Ensuring adequate stock levels of supplies and consumables for café area, managing orders and stock rotation.
- Managing queues and meeting customer expectations, to provide memorable experience.
- Service of hot and cold beverages, baked goods and other food items.
- Keeping the areas tidy and clean including table clearing, removing dirties and waste.
- Handling customer complaints in the first instance and reporting feedback to the Managers.
- Working within established guidelines and operating procedures.
- Responsible for security (product and cash), taking payments accurately and be vigilant for shoplifters and fraudulent credit cards etc.
- Keeping up to date with special promotions and creating displays.
- Ensuring compliance with all legislation, food and safety protocols.

#### **SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES**

- \* Having a friendly and engaging personality, a good communicator, able to work under pressure.
- Comfortable working with members of the public, able to initiate conversations and provide a sincere welcome and enjoy providing good service.
- Need to be willing to learn, take instruction and work under own initiative, supporting other team members and able to multitask.
- An effective, well organized and efficient team player with a strong sense of discipline and urgency.
- Excellent standards of personal presentation smart appearance and articulate.
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**Physical Demands** • Assistants will be on their feet for most of the day and may be required to lift and carry trays

#### **QUALIFICATION STANDARDS**

##### **Education**

Grade 11

**Experience** \* Not required