

## Title: Rook Server

### Purpose:

The purpose of a Rook Server is to provide professional and friendly service to customers in a campus pub environment. The server is responsible for greeting customers, taking orders, serving drinks, and maintaining a clean and organized bar. They must also adhere to provincial and campus liquor regulations, ensure the safety and well-being of customers, and work effectively as part of a team.

### Job Classification:

Level 3

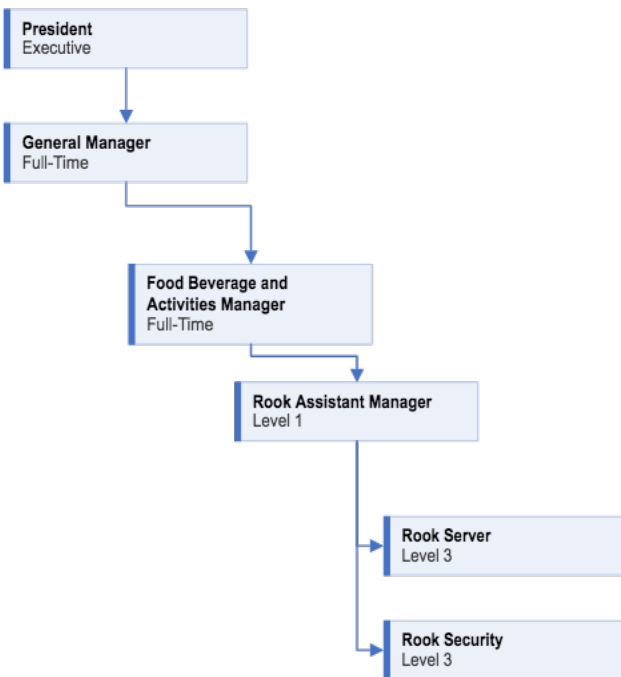
### Compensation:

This position is compensated with hourly wages at the Nova Scotia Minimum wage plus 12%.

This position is part-time, with hours scheduled as needed depending on business. Reading weeks, winter break, and non-statutory holidays are all unpaid time off unless otherwise stated in the employee handbook.

### Reporting and Supervision:

This position reports to the Rook Assistant Manager, and the Food, Beverage and Activities Manager.



### Duties and Responsibilities:

#### *Essential Duties*

Welcome customers, take drink orders, and make recommendations based on their preferences

Adhere to provincial and campus liquor regulations, health and safety guidelines, and food safety and quality regulations

Mix ingredients, garnish glasses, and serve beverages to customers while maintaining stock and preparing perishables

Handle cash, credit, and debit card transactions, ensure charges are accurate and return correct change to patrons

Maintain a clean work and dining area, remove trash, clean tables, and wash glasses, utensils, and equipment

Provide superb customer service while maintaining professionalism with customers and staff

Monitor customers and report any problems to the on-duty manager or the General Manager of the MSVUSU

#### *Other Duties*

Prepare and serve food orders as required, according to standard recipes and following all food safety regulations.

#### *Key Responsibilities*

Understand drink menus and inform customers about new beverages and specials

Report malfunctioning equipment to the on-duty manager or the General Manager of the MSVUSU

Write accurate incident reports which may be shared with Campus Security

#### *Governance and Service*

There are no governance or service responsibilities with this position.

#### **Required Qualifications:**

Persons in this position must be over the age of 19 and be able to pass an enhanced criminal record check, as this role involves the sale and service of alcohol.

#### *Education*

Be a student at MSVU enrolled in at least 0.5 credits, one audit course, or a thesis.

Hold or be able to obtain Serve Right certification, Basic Food Safety certification, First Aid and CPR/AED certification, Mental Health First Aid.

Have taken or be willing to take Bystander Intervention Training, and any other training or certification as may be deemed appropriate by the MSVUSU, or become required by Law.

#### *Experience*

No prior experience is required.

### *Knowledge, Skill and Abilities*

Provide excellent customer service that includes being non-judgmental and understanding the importance of confidentiality.

Proficiency in using various software and technology tools, such as office 365, and social media platforms.

Strong communication skills, both written and verbal.

Basic math skills and the ability to make change.

Ability to stand, walk, bend, etc. for extended periods and lift up to 25 lbs

### *Behavioural Competencies*

Positive, engaging personality, and professional appearance

Ability to work calmly and effectively under pressure

Exceptional interpersonal and communication skills

Supportive and team-oriented

Successful candidates will undergo a criminal record check

Availability to work afternoons, evenings, and some weekends and holidays

### **Preferred Qualifications:**

Previous serving experience is an asset

Previous security experience a definite asset

### **Mental/Physical Effort and Working Conditions:**

The Rook is a cafe and pub located at Mount Saint Vincent University (MSVU) in Halifax, Nova Scotia, Canada. The establishment is committed to positive consent culture and harm reduction, which are values that promote a safe and respectful environment for all patrons and staff. The cafe serves JustUs products, including coffee and tea, as well as a mix of alcoholic and non-alcoholic beverages. During the day, The Rook operates as a cafe, and in the evening, it transforms into a pub.

The Rook has a cozy and relaxed atmosphere with comfortable seating and an outdoor patio area. The decor features a mix of modern and vintage elements, creating a unique and inviting space for students, faculty, and staff of MSVU to socialize, study, and relax. The Rook offers various food and beverage specials and hosts programming events, such as open mic nights, trivia nights, and live music performances.

People in this position will be standing for extended periods, need to bend and stretch, be exposed to noise and high volume, and be dealing with potentially difficult customers. This establishment serves alcohol, and so some customers will be inebriated, and may do or say inappropriate things. Persons in this position will need to intervene when customers exhibit

inappropriate behavior. Training is provided on how to do this in an appropriate way. This can be stressful.