

# Rook Server

## Purpose

The purpose of a Rook Server is to provide professional and friendly service to patrons in a campus pub environment. The server is responsible for greeting patrons, 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 patrons, and work effectively as part of a team.

## Job Classification

Level 3

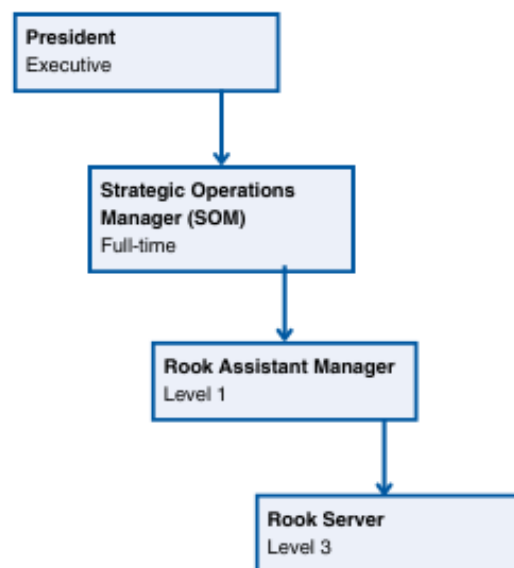
## Compensation

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 Strategic Operations Manager (SOM).



## 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 Rook Assistant Manager.
  - Urgent matters that are not related to safety and security should be reported to relevant available supervisors or managers on-duty, such as the Rook Assistant Manager, SOM, or President.
  - Emergencies should be reported to authorities such as MSVU Campus Security and/or the Halifax Regional Police.

### ***Other Duties***

- Prepare and serve food orders as required, according to standard recipes and following all food safety regulations.
- Collaborate with team members and the Rook Assistant Manager to plan and prepare for events.
- Work alongside the Rook Assistant Manager to plan, prepare and monitor the Rook's virtual promotions and social media posts.

### ***Key Responsibilities***

- Understand menus and inform patrons about new menu items and specials.
- Observe patron tastes and trends and make menu recommendations to the Rook Assistant Manager.
- Observe inventory and stock trends and report them to the Rook Assistant Manager.
- Report malfunctioning equipment to available supervisors or managers on-duty, such as the Rook Assistant Manager, SOM, or President.
- Contribute to the completion of accurate incident reports alongside the on-duty manager, which may be shared with MSVU 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 and Certifications***

- 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***

Prior experience in hospitality and food/beverage service industries is an asset but is not 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, Canva, 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 experience with commercial food preparation, mixology, service industry or customer service.

### **Labor Expectations 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 coffee and tea, as well as a mix of alcoholic and non-alcoholic beverages. The Rook is licensed as a wet/dry bar, which means we allow patrons under the age of 19 to be in the Rook so long as they do not purchase or consume any alcoholic beverages.

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.