

Join Our Team: SAMRU West Gate Staff (FOH & BOH)

Join a vibrant, inclusive campus community.

SAMRU operates three dynamic student-run food and beverage spaces in Wyckham House, and we are hiring for two of them: **West Gate Social** (a vibrant counter-service lounge and social hub) and **West Gate Perks** (a cozy coffee kiosk). In this role, you will provide exceptional customer service and efficient kitchen support across both locations, handling both Front-of-House (FOH) and Back-of-House (BOH) responsibilities.

Position Details

- **Status:** Part-time
- **Wage:** \$15.50/hour + a share of the West Gate tip pool
- **Term:** August 2026 - April 30, 2027
- **Operating Hours:**
 - **West Gate Social:** Monday to Thursday 11:00am–9:00pm, Friday 11:00am–7:00pm
 - **West Gate Perks:** Monday to Friday 8:00am–4:00pm
 - *Occasional evenings and weekends for special events.*

Preference will be given to candidates whose availability best aligns with our operational hours.

Key Responsibilities

Front-of-House (FOH) Operations

- **Customer Experience:** Engage with customers in a friendly, approachable, and professional manner, providing exceptional and efficient service.
- **Order Preparation:** Prepare and serve a variety of beverages - including espresso/coffee drinks and alcoholic beverages - with care, accuracy, and consistency.
- **POS & Cash Handling:** Take customer orders with strong attention to detail and speed, handling cash and electronic transactions responsibly.

Back-of-House (BOH) & Kitchen Support

- **Food Prep & Cooking:** Prepare ingredients, cook, and plate lounge menu items accurately and efficiently.
- **Cleanliness & Sanitation:** Maintain a clean workspace, perform dishwashing duties, and strictly adhere to food safety, sanitation, and health guidelines (AGLC and AHS).
- **Teamwork:** Collaborate closely with the team to ensure smooth, seamless operations between the kitchen and counter.

Who We're Looking For

- Previous customer service experience in a fast-paced environment; food and beverage background preferred.
- Ability to work quickly, multitask and stay organized during peak, high-volume campus rush hours.
- Great attention to detail, especially regarding hygiene, food safety, and recipe consistency.
- Reliable, independent work ethic - you are comfortable managing the counter and keeping things moving.
- A friendly, upbeat, and collaborative attitude.
- **Certifications:** ProServe and ProTect certified (or a willingness to obtain prior to hiring).

How to Apply

To apply for the Counter Service Staff position, please email your **resume, general availability, and class schedule** (if applicable) to **Ciaran Plant** at c.plant@samru.ca.

We thank all candidates who submit an application; however, only those selected for an interview will be contacted. No telephone or application status inquiries, please.

For more information about our organization, please visit www.samru.ca.