

Job Opportunity: Food & Beverage Assistant

Reports To: Food and Beverage Manager

Hours: Part-time (20 hours per week)

Schedule: 9 am - 2 pm, Monday to Thursday

Contract Duration: 6 months

Wage: \$27.20 per hour

Location: Wyckham House, Mount Royal University

Are you a hands-on, organized, and customer-focused food and beverage professional looking to step into a leadership role? The Students' Association of Mount Royal University (SAMRU) is seeking a **Food and Beverage Assistant** to directly assist the Food and Beverage Manager in running efficient, high-quality, and compliant food & beverage operations.

In this dynamic part-time role (20 hours per week), you will support operational continuity, assist with staff supervision and training, help maintain inventory controls, and deliver exceptional frontline customer service during peak service periods and events.

Key Responsibilities

Operational & Administrative Support:

- Assist the Food and Beverage Manager with daily operational flow, workflow optimization, and standard operating procedures.
- Oversee equipment maintenance, troubleshoot minor malfunctions, and enforce cleanliness and appearance standards across all areas.
- Lead pre-shift meetings and help document operating procedures.

Staff Leadership & Coaching:

- Support scheduling, task delegation, and daily floor supervision of frontline service staff (5 to 40 employees).
- Provide real-time coaching and feedback during peak hours and event execution.
- Assist with orienting, training, and recruiting new team members.
- Step in as on-duty shift supervisor in the absence of the Food and Beverage Manager.

Inventory & Financial Controls:

- Assist with inventory audits, usage tracking, spot-checks, and placing orders.
- Support daily cash handling, Point of Sale (POS) transactions, and invoice reconciliations.
- Ensure accurate portioning, stock usage, and discount/void tracking.

Customer Service & Compliance:

- Provide hands-on assistance with food prep and direct customer service during peak times.

- Serve as a primary on-site liaison for rental and event clients.
 - Resolve customer complaints in a professional and timely manner.
 - Enforce strict adherence to food safety, ProServe/liquor licensing policies, and occupational health and safety standards.
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What You Bring

- **Certifications:** Valid ProServe and Food Safety Certifications (or willingness to obtain prior to start).
 - **Experience:** Experience in food and beverage operations, including customer service and frontline staff coordination/supervision.
 - **Leadership Skills:** Proven ability to coach team members, delegate tasks effectively, and step up during peak or urgent situations.
 - **Financial & Inventory Aptitude:** Experience with cash handling, POS systems, and basic inventory management.
 - **Flexibility:** Ability to work a flexible part-time schedule (20 hours/week) aligned with seasonal operations, event schedules, and peak service hours.
 - **Knowledge:** Familiarity with Mount Royal University (MRU) or Wyckham House is considered an asset.
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Why Join Us?

This role offers great hands-on leadership experience in hospitality management and a positive team culture.

- Work in a vibrant, student-focused environment at the centre of campus life.
- Join a values-driven organization committed to student success, inclusion, and community.

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

How to Apply

If you are excited to support our Food and Beverage team and deliver exceptional student and client experiences, please submit your resume and cover letter in PDF format to hr@samru.ca.

Applications will be accepted until a suitable candidate is found and the position is filled. No telephone inquiries please. Only those candidates selected for an interview will be contacted.