



Job Description: Front of House Shift Leader

Our Mission: 541 Eatery and Exchange is a pay-it-forward cafe working to help our neighbours overcome the impacts of isolation, poverty, and injustice by cultivating a community of mutuality in our neighbourhood. Inspired by our Christian values, we are dedicated to welcoming all our neighbours inclusive of their circumstances, identity, and status.

Position Description: The Front of House Shift Leader at 541 Eatery & Exchange is a supervisory role responsible for leading and supporting a team of staff and volunteers in providing hospitable care to our guests. This role involves overseeing the smooth operation of front-of-house activities, including greeting guests, managing food orders, maintaining cleanliness, and offering compassionate support to guests with complex needs.

Rate of Pay: \$19 per hour

Estimated Hours: 20-30 hours per week. Hours will vary based on availability and scheduling needs.

Reports to: Program Manager

Role and Responsibilities:

1. Supervision and Team Leadership:

- Lead and motivate a team of volunteer and staff servers, ensuring they provide exceptional customer service and maintain a safe and welcoming atmosphere.
- Provide guidance and direction to staff and volunteers, fostering a climate of respect and cooperation.
- Act as a resource for team members and offer support in handling customer inquiries and resolving issues.
- Facilitate check-ins and debriefs at the beginning and end of each shift

2. Customer Service:

- Greet customers upon arrival and ensure they have a positive dining experience.
- Assist in the preparation of beverages, including espresso drinks, coffee, lemonade, and iced tea.

- Run plates, serve food and beverages, and address any customer requests or concerns promptly.

3. Order Management:

- Operate the POS system to efficiently and accurately take orders for food and beverages, ensuring a smooth and accurate transaction process.
- Maintain stock of available products (ie. dairy, drinks, etc.) and place orders in a timely manner

4. Maintenance and Cleanliness:

- Oversee the maintenance and cleanliness of the dining area, including tasks such as emptying garbage, cleaning tables, and ensuring the bathrooms are clean and stocked.

5. Community Support:

- Demonstrate compassionate support for community members in distress, building trust in relationships, offering mental health check-ins, and providing dignified care to those in need.

6. Crisis Management:

- Be trained in crisis prevention and response, such as First Aid, Mental Health First Aid, Nonviolent Crisis Intervention, etc., to effectively handle challenging situations when they arise.

7. Other Duties:

- Perform any other duties as assigned by the Front of House Manager to ensure the smooth operation of the restaurant.

Qualifications:

- Demonstrated ability to lead and motivate a diverse team of staff and volunteers.
- Excellent problem-solving and organizational skills.
- The ability to manage multiple tasks and prioritize competing priorities during busy shifts.
 - Previous experience working in a coffee shop or restaurant is an asset.
 - Previous experience creating espresso beverages and operating an espresso machine is an asset.
 - Previous education and/or experience in social services is an asset.
 - Training in crisis prevention and response is an asset (e.g., First Aid, Mental Health First Aid, Nonviolent Crisis Intervention).

- The ability to relate to community members with a compassionate and empathetic approach.
- Knowledge of social and environmental determinants of health and awareness of community resources.

To apply: Please apply by emailing us at careers@fivefortyone.ca and attach your resume and cover letter. Only email applications will be considered (no direct messages on social media). We're grateful to all interested applicants, however, only those being considered for the role will be contacted.

541 Eatery & Exchange is a faith-based organization that exists to provide a space of belonging and excellent food to all. Our space, services, and employment are open to folks of every gender, race, religion, and sexual orientation. 541 seeks applicants who embrace our values and beliefs around respect for the dignity and diversity of our staff, volunteers, and community members.

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