



Job Title: Front of House Server – Part-time/Casual Position

Our Mission: 541 Eatery & Exchange is a non-profit organization where everyone has access to excellent food. We operate a pay-it-forward system that ensures daily access to food and beverages for every patron regardless of their ability to pay. We address isolation and loneliness by creating space for people to connect.

Position Description: Embodying the mission of 541 Eatery & Exchange, this role is responsible for working alongside staff and volunteers of varying skill levels and abilities. The Front of House Server ensures that every patron receives hospitable and welcoming service and efficient delivery of food and beverages.

Rate of Pay: \$17/hr

Estimated Hours: Hours will vary based on availability and scheduling needs.

Reports to: Front of House Manager

Role and Responsibilities

1. Fostering a climate of respect and cooperation between all coworkers — both staff and volunteers.
2. Greeting customers as soon as possible upon arrival.
3. Preparation of beverages, including espresso drinks, coffee, lemonade, and iced tea.
4. Running plates and serving
5. Providing excellent and hospitable customer care and service.
6. Operating POS system in order to take orders of food and beverages for patrons.
7. Maintenance and cleaning tasks, including emptying garbage, cleaning tables, cleaning bathrooms, etc.
8. Compassionate support for community members in situations of distress (could look like building trust in relationships, offering mental health check-ins, and providing dignified care to people who use drugs.)
9. Performing all other duties as assigned.

Knowledge and Skill Requirements

1. Excellent problem solving and organizational skills.
2. Ability to multitask and cater to competing priorities at one time.
3. Previous experience working in a coffee shop or restaurant is an asset.
4. Previous experience creating espresso beverages and operating an espresso machine is an asset.
5. Previous education and/or experience in social services is an asset.

6. Training in crisis prevention and response is an asset (ie. First Aid, Mental Health First Aid, Nonviolent Crisis Intervention, etc.)
7. Ability to relate to community members with a compassionate and empathetic approach.
8. Knowledge of social and environmental determinants of health and awareness of community resources.
9. Ability to manage frequent exposure to vicarious traumatic stress and occasional exposure to direct traumatic stress.

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. As such, we encourage applications from candidates who have been historically disadvantaged and marginalized, including applicants who identify as First Nations, Métis, and/or Inuit/Inuk, Black, racialized, a person with a disability, women and/or 2SLGBTQIA+.