



Job Description: Front of House Server

Our Purpose: 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 Server at 541 Eatery & Exchange is responsible for delivering hospitable and efficient customer service in a welcoming environment. Key duties include greeting customers, preparing beverages, serving food, operating the POS system, and maintaining cleanliness. This role also involves providing compassionate support to community members. The Front of House Server helps ensure every guest has a positive dining experience and contributes to the purpose of 541 Eatery & Exchange.

Rate of Pay: \$17.50/hr

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

Reports to: Program Manager

Roles 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.

Qualifications:

- Excellent problem solving and organizational skills.

- Ability to multitask and cater to competing priorities at one time.
- 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 (ie. First Aid, Mental Health First Aid, Nonviolent Crisis Intervention, etc.)
- Ability to relate to guests with a compassionate and empathetic approach.

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.