



**Position:** Dayback

**Department:** Food & Beverage (F&B)

**Responsible to:** Director of F&B/ Manager/ Supervisor

**Effective Date:** Immediately

The Gladstone Hotel has enlivened the cultural landscape of Toronto through its arts, music, design, food, drink and event programming since 2003. The Hotel revolutionized the Toronto boutique hotel market by offering the unique “artist designed hotel room” concept, and became a world leader in this tradition.

We are currently seeking individuals who have a strong desire to be part of an exceptional work experience and milieu. This opportunity, to uphold our mission of consummate professionalism within the Gladstone’s authentic, community-focused environment, requires staff that will deliver above and beyond average standards. We want our guests to ‘feel like a local’ in our inclusive artist-driven philosophy. We need a team player to confidently be a part of the Gladstone’s rich offerings of artist designed rooms, local food & wine and arts/event programming.

**Summary:** This position plays a key role in all Food & Beverage Outlets within the Gladstone Hotel. To serve our guests in a friendly and professional manner, and work as a team member to ensure all tasks are completed before a shift end.

**Primary Role and Responsibilities:**

- Deliver consistently outstanding service and improve efficiency throughout all hotel venue spaces
- Receive, check invoices and put away all orders delivered in the appropriate storage areas
- Accurately stock supplies & equipment for daily outlet operations and inform management of any needs
- Set up all daily events according to BEO (Event Order) specifications
- Maintain cleanliness of all F&B and Event spaces throughout the hotel
- Support wait staff as directed by MOD’s (Managers on Duty)
- Support event staff as directed by Event & Banquet Manager

**Specific Duties:**

- Actively working as a goodwill ambassador of the Gladstone Hotel
- Setting up all outlets within the hotel according to daily requirements and BEO (Event Order) specifications - Restaurant/Bar/Meeting Rooms/Event Spaces
- Moving furniture between outlets and storage as needed
- Assisting with clearing tables, Event Spaces and Meeting Rooms
- Maintaining cleanliness of all outlets of the hotel including Restaurant/Event Spaces/Bar/Meeting Rooms



- Maintaining the cleanliness and appearance of Catering Room and all other F&B storage spaces
- Stocking glassware, barware, plateware required by the operations of the outlets
- Stocking all equipment needed by bar/wait staff
- Greeting guests in a positive, friendly manner and making them feel welcome
- Controlling F&B waste by following procedures, requisitions, inventory, and waste
- Testing, maintaining and setting up equipment as needed
- Receiving all orders that come into the hotel (including 30-50L beer kegs)
- Assisting wait staff & event staff as necessary
- Working as a team, assisting all guests' and employees' needs and inquiries
- Anticipating the guests' needs and responding appropriately with a sense of urgency
- Following health and safety regulations
- Other duties as assigned by MOD/F&B Director

**Qualifications and Characteristics:**

1. 1-2 years minimum experience in banquet/restaurant/bar/and hotel
2. Must be over the age of 19, maturity a must
3. Must be Smart Serve certified
4. Ability to prioritize and multitask in a high volume environment
5. Ability to remain calm in stressful situations

**Special Requirements**

- Must be able to lift 50lbs
- This position is physically demanding
- This role requires a 7am shift start

*This job specification should not be construed to imply that these requirements are the exclusive standards of the positions. Incumbents will follow any other instructions, and perform any other related duties, as may be required by their supervisor.*

<b>Read &amp; Acknowledge</b>	_____
	_____
<b>Date</b>	<b>Signature</b>

Revised March 2019