

Luxury Suite Attendant – City of Lethbridge VisitLethbridge.com Arena
(non-permanent)

Are you a people person who likes to have fun? Do you enjoy creating great customer experiences within a fast-paced environment? Do you want to be a part of a great close-knit team? If you said yes to all these questions, this position may be right for you! The Sportsplex is currently accepting applications for Luxury Suite Attendant.

The VisitLethbridge.com Arena is the entertainment hub of Lethbridge, hosting everything from concerts, world stage sporting events, WHL Hockey, weddings, tradeshow and more... but it is the experiences our patrons have that keep them coming back.

We are looking for an outgoing, service-oriented, Luxury Suite Attendant, who has the ability to deal effectively and courteously with customers and staff. We are an event driven facility looking for someone who can be available and flexible for scheduled events that are mostly (but not limited to) evenings and weekends.

As a Luxury Suite Attendant, your role would involve:

- Providing friendly and efficient customer service
- Accurately keeping track of fridge inventories
- Following Suite Signing Authority Policies
- Having a full understanding of all menus used in the Suites
- Accurately taking orders and entering orders on a Point of Sales (P.O.S.) system
- Completing transactions through various methods, as well as cashing out at the end of the night.
- Understanding of Kitchen Etiquette and policies
- Communicating well with staff as well as managers
- Assisting patrons with general facility inquiries
- Following AGLC, AHS, and Venue food and beverage guidelines
- Lots of walking, climbing stairs, and being able to carry 50lbs
- General cleanup of work areas and suites, throughout the event and at the end of the shift

Qualifications:

Reporting to the Events Assistant, a successful candidate must be able to communicate effectively with others in a fast paced and sometimes stressful environment, be self-motivated, must work well with others, have problem solving skills, and be able to remain calm under pressure.

Applicants must be a minimum of 18 years of age and possess some related serving experience. An equivalent combination of education and experience will be considered. **AGLC ProServe Certification is required at the time of hire.**

Wage: Salary: \$15.00 per hour.

Hours: Casual (Event Based): 0 – 20 hours/week - Evenings, weekends and shift work are required