



Job Description Summer Tea Server

Summary:

Reporting to the Curator Director, and liaising with the Program Coordinator, the Tea Server supports Eldon House in its delivery of a Summer Tea Program onsite at London's oldest home and heritage museum. Eldon House employs two costumed Tea Servers, who work together with volunteers to ensure patrons enjoy a pleasant Afternoon Tea experience.

Key Objectives:

- Checks in with the Program Coordinator (or designate) to open and close the Interpretive Centre at the start and finish of each shift.
- Liaises with the Program Coordinator to determine daily tea reservations.
- Manages and is responsible for a cash box with a daily float of \$200.
- Sets up tables and chairs on the lawn, if fine weather, and on the veranda, if raining.
- Maintains sanitary conditions in kitchen, including clean serving ware and linens.
- Prepares afternoon tea, including warmed scones, jam, butter, cream, fruit and tea.
- Welcomes visitors, confirms reservations, encourages House tours.
- Serves customers and takes payments (cash, debit or credit).
- Promptly clears and resets tables, loads and unloads dishwasher, puts all items away.
- Tracks number of visitors served on provided sheets, whether reservation or drop-in.
- Reconciles attendance with tea revenue and submits to the Program Coordinator.
- Confirms the number of next day visitors, so appropriate set up is planned.
- Completes a weekly order sheet for needed supplies, based on reservations.
- Launders Tea Program tablecloths and linens onsite.
- Performs other related duties, as assigned.

Qualifications:

- A Canadian citizen.
- Between the ages of 15-30.
- Strong interpersonal, organizational and time management skills.
- Self-motivated with ability to communicate effectively with customers and co-workers.
- Excellent customer service with capacity to work independently and collaboratively.
- Experience with serving and cash handling an asset.
- Training in a tourism, hospitality or food service program an asset.
- Familiarity with Workplace Hazardous Material Information Systems (WHMIS) an asset.
- A SmartServe license is an asset.

Dimensions:

This part-time position is a Canada Summer Jobs project funded through Service Canada and is part of the CUPE bargaining unit. It is a 30-hour workweek, running 6 days a week (Tuesday through Sunday) between the hours 11:30 and 4:30 p.m. This summer position operates from June 25 to August 30, 2020.

Eldon House is an equal opportunity employer. We thank all applicants, but must advise only those selected for an interview will be contacted.

Please submit a cover letter and resume in writing via email by 5:00pm, Friday, March 27, 2020 to:

Nicoletta Michienzi
Eldon House Museum Coordinator
Email: nmichienzi@eldonhouse.ca