ATTENDANT (VENUE)

Position:	Attendant (Venue)
Location:	Conestoga College – Doon Campus, Venue (travel to other locations as required)
Reports to:	Food Service Associate and/or Sr. Manager, Food and Hospitality
Time Requirement:	Up to 20 hours per week (some evenings and weekends may be required). If you are on a regularly scheduled break from your program of study, you may be eligible to work more than 20 hours per week.
Wage:	$20.69 per hour
Revised:	November 2026

COMPANY OVERVIEW

Conestoga Students Incorporated ("CSI") was founded in 1973 and is the official student association representing more than 15,000 students at all Conestoga College campuses. All full-time fee-paying students are the owners and customers of CSI, and we are dedicated to serving the students to the best of our ability.

Conestoga Student Services Incorporated ("CSSI") is a part of the official student association at Conestoga College and provides healthy, affordable food options to the student population.

CSI's mission is to enhance student satisfaction and success by providing a variety of student services at a cost justified by the results. To achieve this mission, we are working to ensure students have access to skills development.

Why Join Us?

CSI is a team of enthusiastic individuals ready to assist students in their academic and professional ventures. CSI is committed to supporting its team members every step of the way through active coaching, and opportunities to develop the necessary skills for all professional fields.

CSI's student employees also have access to:

- Competitive Wages
- Paid Sick Days
- Paid time off to observe culturally significant events
- Discounts at our food services outlets
- Employee engagement activities

For more information on what we do and the services we offer, please check out our website at: https://conestogastudents.com/

POSITION OVERVIEW

Attendants are responsible for ensuring a positive and informed experience for guests by preparing, selling, and serving food and beverages at The Venue. In the course of this work, Attendants will be required to use hot cooktops, sharp tools, and other cooking equipment. Attendants will also be operating a cash register and other restaurant equipment. Occasionally, restocking and storing inventory will also be necessary.

In carrying out the duties of this position, a great deal of autonomy is exercised with final overview by the Food Service Associate, or in their absence, the Sr. Manager, Food and Hospitality. It is also important that Attendants work extremely closely with the Food Services Associate to ensure that they are up to date on the basic overall operations of The Venue. In all activities, it is crucial that Attendants recognize that service to students and guests is a top priority.

You will learn to:

- Plan, prepare and present quality food and beverage for a variety of hospitality environments in accordance with legislation as it applies to the industry.
- Maintain a high standard of sanitation and safety in a food service establishment.
- Deliver customer service and solutions that anticipate, meet and/or exceed individual expectations, as well as organizational expectations, standards and objectives.

DUTIES AND RESPONSIBILITIES

FOOD SERVICE OUTPUTS:

- Maintain up-to-date knowledge of The Venue products, pricing, and specials.
- Take orders and serve guests in accordance with CSSI's guidelines for excellent customer service.
- Serve alcoholic beverages responsibly ensuring all legal requirements have been fulfilled.
- Support catering set-up, tear-down, serving, etc. as required.
- Operate cash register to accept various types of tender from guests, provide proper change to guests, balance cash drawer and receipts, and document discrepancies.
- Count till before every shift to ensure it contains the correct starting float amount.

- Track inventory and restock food items to meet demand and minimize waste.
- Prepare and cook food items for breakfast, lunch, dinner, and catering events in accordance with the provided specifications/recipes.
- Follow all ingredient and plate presentation specifications.
- Operate cooktops and other kitchen equipment.
- Assist in cleaning and maintaining kitchen equipment.
- Maintain a clean and safe work environment, including sanitizing work areas and frequently touched surfaces before and after use including (but not limited to): food preparation areas, cooking equipment, storage areas, floors, service areas.
- Collaborate as a team with fellow Food Services staff.

OTHER GENERAL DUTIES

- Work in accordance with corporate by-laws, policies and procedures, particularly to the CSSI Mission Statement.
- Practice professionalism and impartiality when handling sensitive personal information.
- Maintain confidentiality for business practices.
- Strict adherence to Health & Safety laws, policies, and procedures.
- Adhere to CSSI's work attire standards.
- Work in an organized manner where detail, accuracy, and confidentiality are critical.
- Attend meetings and committees when required.
- Work with members of the College to build strong relationships between CSSI and Conestoga College.
- Mandatory attendance at monthly staff meetings and CSSI-related training days.
- Other duties as assigned.

QUALIFICATIONS

- Must be available to work up to 20 hours per week on weekdays and evenings as required.
- Must have or be willing to obtain Smart Serve certification.
- Food Handler's Certificate is a great asset but not required.
- Candidates will be asked to demonstrate the following:
    - Deep understanding of best practices in cooking and food preparation
    - Understanding of CSSI's food services
    - Comprehension of instructions and information relating to CSSI's food services
    - Excellent skills in verbal communication and active listening
    - Familiarity with the Accessibility for Ontarians with Disabilities Act (AODA)
    - Highly organized and skilled time management in handling multiple simultaneous priorities
    - Customer service skills
    - Cultural competence

STUDENT ELIGIBILITY

All students in this position must:

- Be in a full-time degree, diploma or certificate program at Conestoga College.
- Maintain a full-time course load. Part-time studies may be allowed for students who are registered with Accessibility Services and require a reduced load.
- For Spring term positions (May to August), students must be returning to full-time studies in the Fall term in order to be eligible.
- Have a valid Social Insurance Number.

International students must:

- Hold a valid Canadian study permit that allows on-campus employment.
- Adhere to all requirements stated on their study permit.
- Adhere to all Canadian student visa requirements.

WORKING CONDITIONS

PHYSICAL DEMANDS

This position may spend long periods of time standing and walking. Lifting supplies and materials up to 50lbs may also be required from time to time.

ENVIRONMENTAL CONDITIONS

This position performs work primarily in an enclosed food preparation area and is faced with frequent interruptions and changing priorities. Work is also required with and near hazardous kitchen equipment, including (but not limited to) a cooking range and sharp objects. Some work may be required after regular hours and on weekends.

SENSORY DEMANDS

This position may require long periods of work in a warm and busy environment.

MENTAL DEMANDS

This position is expected to maintain a consistent sense of urgency while completing multiple competing priorities within short timeframes, which can cause significant stress. The incumbent also deals with a wide variety of people on various issues.