

CityFolk

CASINO LAC-LEAMY SUITES

Casino Lac-Leamy Suites hosts festival sponsors/corporations/organizations each day of the festival. Patrons enjoy private access to seating, bar, catering, and washroom facilities. Casino Lac-Leamy Suites volunteers act as festival ambassadors to our VIP clients.

Duties in this area are varied and will be assigned by a supervisor on a shift-by-shift basis.

Duties:

- Stock, set-up and clean
- Verify patrons have access to VIP area
- Manage crowd and assist patrons
- Diligently check that patrons are 19 years of age or older
- Provide responsible drink service
- Handle a variety of financial transactions (i.e. cash, debit, credit)
- Deliver information in a friendly manner (e.g., refuse service to patrons who show signs of intoxication)
- Liaise with sponsors, clients & catering, as required

Skills:

- Effective communication skills
- Good organizational skills
- Strong customer service skills
- Able to accurately process financial transactions
- Able to multi-task efficiently
- Exceptional attention to detail
- Excellent interpersonal skills

Requirements:

- Must be **18 years of age or over**
- Accessibility Standards Customer Service Training
- This position requires individuals to be energetic
- Must work efficiently on a team with little or no direct supervision
- Expected to meet deadlines by responding to requests promptly & efficiently
- Must be comfortable with heights and will to work on a second-level balcony
- Will to stand for long periods of time
- Will to work in all types of weather
- Some lifting may be required

Assets:

- Bilingualism
- Smart Serve Certification
- Previous bartending and/or serving experience