

Position: **Snack Express Server**
Department: Front of House Services
Location: River Run Centre, City of Guelph

- House Policies
- The River Run is a scent free facility.
 - Wash your hands regularly to ensure proper hygiene.
 - No gum chewing, eating or drinking in front of customers.
 - Attire: White long sleeved, collared shirt, black pants or skirt, black **closed toed** shoes and socks (or neutral stockings), bow tie(men) or cross tie(women), black vest and nametag.
 - Pick up a nametag, cross tie/bow tie and vest in the coat check if you do not have your own. **Return** all borrowed materials at the end of the shift.
 - Check in using Volgistics - VicTouch screen in Coat Check or VicNet online.
 - Pass on all patron comments to the Front of House (FOH) Manager, Floor Supervisor or Volunteer Coordinator.
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- General Duties
- Work in partnership with Snack Express Cashier.
 - Pre-Show:
 - Serve ordered snacks to patron by observing their order placed with the Snack Express Cashier
 - During the Show (before intermission):
 - Clean bistro tables
 - Assist with bar duties, as needed (Only if you have Smart Serve Certification)
 - Intermission
 - Serve ordered snacks to patron by observing their order placed with the Snack Express Cashier
 - During the Show (after intermission):
 - Tidy Snack Express Station
 - Clean bistro tables
 - Assist with bar duties, as needed
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- Pre-Show
- Upon arrival check in with Snack Express Cashier
 - Attend Pre-Show Meeting with FOH Staff and other bar/snack express volunteers for event specific information/direction
 - Review snack, ice cream and beverage offerings available (Note: Staff will inventory stock prior to your arrival)
 - If you feel there is not enough of a certain product, advise the floor supervisor or get more in the catering room if advised
 - If not already done so, place the Price List, display items and napkins on the counter for the patrons
 - Set up the snack stock for easy accessibility during the shift
 - Ensure you have a pair of scissors for opening Freezies and a cloth for wiping away any sticky residue
 - Serve the products from the station at pre-show and intermission by listening to and observing the patrons orders that are given to the Snack Express Cashier
 - Advise the staff if any product was thrown out or if a mistake is made
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	As needed, assist in clearing/wiping down the bistro tables after pre-show
Closing	- At the end of intermission remove display items and serviettes and place them under the counter. - Put snacks back into their original boxes provided - Staff will do the post show inventory. - Wipe the Snack Express Station down with a damp cloth from the bar As needed, assist Bar staff with wiping down all lobby tables and straightening chairs as well as any other duties requested
Emergency Procedures	- In case of an accident or incident, report the issue to staff (FOH Manager, Floor Supervisors, etc.). You may be requested to notify the St. John's Ambulance volunteers (Often seated in W 7 & 8) or to attend to the patron, assuring them that someone is coming to assist. - In the event of a Fire Alarm/Evacuation: - At the sound of the first stage alarm, complete the current order and instruct patrons that there may be an evacuation - If an evacuation is deemed necessary, give directional assistance to patrons towards the correct exit - Exit after patrons have cleared the area

Some key points as an effective VOLUNTEER:

- All volunteers need to understand the importance of excellent customer service skills. Your leadership in this area is crucial.
- Listen and respond to the customers in a way that shows you care about them and their needs.
- Courtesy, friendliness and professionalism are essential ingredients of successful customer service.
- Take pride in yourselves, in what we do here at the River Run Centre and in where we live.
- All visitors and patrons must be treated with courtesy and respect.
- If you are not sure how to manage an interaction with a patron, are unclear on any policies, or have seen something staff should be aware of, please leave your position to alert staff immediately.
- Smile**, it's a universal language.