



## Ottawa Tennis Club Job Description

**Position:** *Seasonal Server/Bartender*

**Reports To:** FOH Lead and/or Food and Service Manager

**Remuneration:** \$17.60

**Schedule:** Up to 24 hours per week. May 3, 2025, to October 15, 2026

### **Job Summary:**

As a server, you are responsible for providing excellent customer service, taking orders, serving food and beverages, and ensuring an enjoyable dining experience for our members and guests. In addition to regular shifts, there will be opportunities to work special events, including private parties, weddings, club gatherings, tournaments, etc.

### **Customer Experience & Culture**

We are looking for team members who are genuinely focused on customer care and positive workplace culture. Professional manners, strong etiquette, and respectful communication are essential. Employees are expected to treat members, guests, and colleagues with the same courtesy and consideration they would expect themselves.

### **Responsibilities:**

- Greet and serve member/guests in a friendly and professional manner
- Take accurate orders and ensure timely service of meals and drinks
- Monitor guest satisfaction and promptly address any concerns or requests
- Assist with setup, service, and cleanup for special events
- Ensure tables and service areas are clean and organized
- Process payments and handle transactions with the POS system.
- Stay informed about menu offerings, specials, and seasonal changes
- Work collaboratively with all departments
- Provide additional support to other departments as needed

### **Qualifications**

- Previous serving experience working in a restaurant or event setting
- Ability to handle high volume of guests while maintaining attention to detail
- Available to work evenings, weekends, and/or holidays
- Ability to stand for long periods of time, and able to lift items up to 30 pounds.
- Smart Serve
- Food Handling Certificate (Asset)

- Bilingual, English/French (Asset)

## **OTLBC VALUES**

**Respect** – OTLBC believes that its members, staff and volunteers should treat each other with respect and courtesy and can expect to be treated by others in this same manner. This means refraining from using coarse language, raised voices, making personal attacks on the individual or using any physical or verbal means of intimidation. ***You can disagree without being disagreeable.***

**Sportsmanship** – OTLBC members, staff and volunteers believe in fair play both in recreational, competitive and social activities at the club. This means abiding by the club policies and court booking rules (not double booking or trying to find a way around the booking rules to extend your play while others are waiting their turn), not cheating and giving your opponent the benefit of the doubt during play and competition.

**Honesty & Integrity** – OTLBC staff, membership and its volunteers commit to being honest, accountable and transparent in their conduct. This means individuals refrain from playing regularly until their membership is fully paid, members and staff openly discuss and share feedback in a constructive manner focusing on how things can be improved rather than trying to lay blame.

**Fun** – OTLBC believes in fostering an environment where sport, leisure and social activities are fun, positive and lead to a sense of wellbeing and self-confidence. This means that staff, volunteers and members are acknowledged for keeping it light and fun while appreciating and celebrating each other's participation in the club's social life.

**Volunteerism** – OTLBC promotes and encourages volunteerism as it fosters a sense of pride among members and increases their engagement in the club. It also strengthens the capacity of the club to provide more services while providing volunteers with an opportunity to develop and contribute. This means that members contribute voluntarily where they can without promise of any personal gain and staff and management support these volunteer efforts to the best of their ability and being mindful of other club activities/events that may cause conflict.

**Inclusiveness** – OTLBC staff, volunteers and members share a common desire to create a welcoming and inclusive environment where people can enjoy the facilities, participate in events, and develop meaningful relationships. This means that members, staff and management encourage participation in all events and activities, engage with other members (especially new ones) and offer support or assistance to those who need it. ***"Inclusion is a process of identifying, understanding and breaking down barriers to participation and belonging."***