JOB DESCRIPTION

BEVERAGE SERVICE ATTENDANT

FELICITA'S
UNIVERSITY OF VICTORIA STUDENTS' SOCIETY

FUNCTION:

1. Sell and deliver food and beverages while providing good customer service.

ORGANIZATIONAL RELATIONSHIPS:

1. Reports and is responsible to the Beverage Services Supervisor and Felicita's Manager but under the overall authority of the General Manager.

ORGANIZATIONAL BACKGROUND:

1. Founded in 1964, the University of Victoria Students' Society (UVSS) is an incorporated membership based non-profit that is autonomous from the University and provides advocacy, services and events to all undergraduate students at UVic.

DUTIES:

1. Sell and deliver food and beverage items to patrons while maintaining Liquor Control Act over-service policies.
2. Request proper identification when no Security Attendant is on shift.
3. Provide fast, efficient and courteous service to patrons.
4. Maintain constant flow of dishes through the glass washer.
5. Maintain and stack empty bottle cases at the sink area.
6. Ring in all orders and receive payment.
7. Keep tables and floor in section clean at all times.
8. Return used dishes and cutlery to dish area in an orderly fashion and properly compost all appropriate food items.
9. Notify co-workers of any security problems or potential issues.
10. Empty garbage cans during shift.
11. Reconcile cash and float at the end of the shift.
12. Empty bus pans and ensure that the wait stations are tidy and stocked.
13. Other related duties as assigned.

QUALIFICATIONS:

Required:

1. Must be an active member in good standing of the University of Victoria Students' Society (registered in undergraduate classes).
2. Possess a valid "Serving It Right" certificate.
3. Nineteen (19) years of age or older.
4. Organized and have cash handling experience.
5. Dedicated to a high level of customer service.
6. Able to work as part of a team.
7. Punctual and reliable.
8. Minimum of one (1) year's experience serving in a busy liquor and food establishment.
9. Experience with a restaurant or bar point of sale (POS) system.

Preferred:

10. Have a valid FOODSAFE Level 1 certificate.

This is a student job and is a unionized position with the United Steelworkers. The University of Victoria Students' Society is an equal opportunity employer.

Approved at JLMC March 25th, 2026