



Learning Enrichment
FOUNDATION

CUSTOMER SERVICE REPRESENTATIVE

HOSPITALITY INDUSTRY

Required Qualifications

- Minimum 1 year service experience in a fast paced work environment
- Able to read, write, speak and understand English
- Smart Serve Certification
- Must be 18 years of age
- Must possess a positive attitude and work well with other team members
- Willing to follow direction and ask questions for clarification if needed
- Outgoing, enthusiastic, energetic personality
- Strong interpersonal skills with the ability to work in a diverse working environment
- Able to work well under pressure
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times

Responsibilities

- Maintains guest focus at all times, assuming 100% responsibility for quality of experience
 - Provide courteous, proactive and efficient service by greeting and engaging customers, responding to their wagering inquiries which includes but not limited to types of bets, betting tutorials, how to use self serve machines (terminals and TICO), HPI accounts, gift cards and cash cards.
 - Proactively engages new customers providing assistance and instruction on how to place a bet
 - Provide 1st level service on wagering equipment which includes replenishment of TICO cassettes and hoppers.
 - Educating our new and core customers on our latest products, services and promotional opportunities.
 - Practices Responsible Alcohol Management at all times, rules of SMART SERVE ; professionally advising guests when alcohol consumption needs to be slowed down or discontinued for the balance of the visit
- Cleans and tidy's all guest eating areas, including but not limited to; wiping tables, clearing dishes and cutlery, adjusting chair and table positions, sweeping mutual area to collect old tickets and debris.
- Presents all guests with food and beverage menus making specific recommendations regarding "Horse Player menu" and answering questions regarding items listed.
- Takes guests orders for food and beverage, entering all orders into the Volante POS immediately after receiving it
- Handles money by way of verifying floats, accepting cash, cheque, credit card payments, and balances end of shift sales.
- Inventory control and distribution of all racing programs and Daily Racing Forms, including printing, sorting, distributing, selling, disposal and record keeping for internal use and on track customer sales

Promotes, informs, sells and redeems OLG product
 Inform guests of upcoming horse-racing events and promotions
 Answer any horse-race related question with accurate information.

Employment Details

Wage	TBD	Hours	will vary, night, eve.,wknd.,holiday	
Employment Terms	part time hourly			
Major Intersection	Jane & Rutherford (Vaughan)	Public Transit	No	

Job Order details

Job Developer	Ashton Jila 416-645-4701	Job Order #	170035	No. Of Positions	2
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If you are registered with The Learning Enrichment Foundation: Please call the Job Developer.
 If you are not registered: Apply for this position in person at **116 Industry Street** Toronto, M6M 4L8, **Monday to Friday, 9:00am - 3:30pm.**
 Your S.I.N. and an updated resume are required for registration.