



Position: Barback/General Labourer

Department: Food & Beverage

Responsible to: Director of F&B

Effective Date: Immediately

The Gladstone Hotel has enlivened the cultural landscape of Toronto through its arts, music, design, food, drink and event programming since 2003. The Hotel revolutionized the Toronto boutique hotel market by offering the unique “artist designed hotel room” concept, and became a world leader in this tradition.

We are currently seeking individuals who have a strong desire to be part of an exceptional work experience and milieu. This opportunity, to uphold our mission of consummate professionalism within the Gladstone’s authentic, community-focused environment, requires staff that will deliver above and beyond average standards. We want our guests to ‘feel like a local’ in our inclusive artist-driven philosophy. We need a team player to confidently be a part of the Gladstone’s rich offerings of artist designed rooms, locally sourced café meals, and art and event programming.

Summary: This position plays a key role in all Food & Beverage Outlets within the Gladstone Hotel. To serve the customers and our guests in a friendly and professional manner, and work as a team member to ensure all tasks are completed before a shift end.

Primary Role and Responsibilities:

- Deliver consistently outstanding service and improve efficiency throughout catering events, the café and Melody bar
- Accurately stock equipment for bar operations and inform management of any needs
- Maintain cleanliness of all outlets throughout the hotel
- Know any understand the products that the hotel has to offer

Specific Duties:

- Actively working as a good will ambassador of the Gladstone Hotel
- Set up all Outlets within the hotel according to BEO/Functions/Restaurants/Bars and/or not limited to specialized events
- Maintaining the cleanliness and appearance of event & banquet storage space
- Reading Event Orders and setting up equipment as needed



- Setting up the following event requirements: Dining tables, bars, buffets, and meeting rooms
- Assist with clearing tables, buffets, and meeting rooms
- Handling of beer and liquor orders that come into the hotel
- Stocking Glassware, barware, plate ware required by the operations of the outlets
- Stocking all equipment needed by bar/wait staff
- Maintain cleanliness of all outlets of the hotel including Catering Events/Bars/Restaurants
- Greeting guests in a positive, friendly manner and making them feel welcome
- Controlling F&B waste by following procedures, requisitions, inventory, and waste
- Cleaning of glass washer daily
- Assisting wait staff as necessary
- Working as a team, assisting all guests' and employee's needs and inquiries
- Anticipating the guests' needs and responding appropriately with a sense of urgency
- Follow health and safety regulations

Qualifications and Characteristics:

- 1-2years experience in banquet/restaurant/bar/and hotel minimum
- Must be over the age of 19, maturity a must
- Must be smart server certified
- Ability to work in high volume environment
- Able to remain calm in stressful situations

Special Requirements

- Must be able to lift 50lbs
- This position can and may be physically demanding

This job specification should not be construed to imply that these requirements are the exclusive standards of the positions. Incumbents will follow any other instructions, and perform any other related duties, as may be required by their supervisor.

Revised June 2017