



UNIVERSITY of the SOUTHERN CARIBBEAN

Royal Road, Maracas, St. Joseph

CAREER OPPORTUNITY

Applications are invited from suitably qualified individuals for the following position:

CASHIER/SERVER

JOB SUMMARY

The Cashier/Server provides a positive customer experience with fair, friendly and courteous service and readily adjusts to schedule, tasks and priorities, when necessary, to meet business needs. The hours of work is based on a shift system, forty (40) hours per week. The position holder must be able to work early mornings, nights, weekends or public holidays when required and reports to the Director of Food Services.

DUTIES AND RESPONSIBILITIES

- Fosters and maintains a pleasant and professional environment at all times.
- Listens to customer suggestions or inquiries and resolves customer complaints.
- Enters price changes by referring to price list and special sale bulletins.
- Takes customer orders at the counter and via telephone and relays orders to kitchen staff to ensure their preparation.
- Ensures that orders are delivered to customers or ready for pick up in a timely manner.
- Follows pricing to guide customers in making accurate payments.
- Receives debit/credit card/cheque/cash payment and presents receipt and change to customers.
- Makes reservations for customers.
- Processes refunds, returns or special promotions/coupons, etc.
- Counts/verifies cash at the beginning of work shift.
- Tallies orders served against the amount of cash received, keeps track of cash drawer and ensures the cash register is balanced at the end of the work shift.
- Promotes sale of special items to customers.

- Adheres to proper food handling, sanitation, and safety procedures in accordance with Ministry of Health regulations and quality control standards.
- Maintains optimal personal cleanliness and appearance at all times with the use of hair net and other required apparatus.
- Assists with packing food items and filling beverage cups.
- Works alongside other team members to ensure streamlined service and a commitment to working together to achieve the goals of the Department.
- Implements suggestions within parameter of position and refers more complex concerns to supervisor.
- Provides feedback and makes recommendations for improvement of menus, beverages and operational matters.
- Attends and participates in meetings called by the Department and University administration.
- Performs other assigned duties commensurate with position.

QUALIFICATION AND EXPERIENCE

To perform this job successfully, the position holder must be able to perform each essential duty satisfactorily. The position requires:

- A minimum of three (3) O'Level passes.
- Three (3) years' experience in a similar position.
- Must have a current Ministry of Health food badge.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and use of point of sale, debit/credit card machine, calculator and other machines for transactions.
- Knowledge of daily menu offerings.
- Knowledge of cheque and bill authentication.
- Good math and computer skills.
- Ability to handle transactions accurately and responsibly.
- Good telephone etiquette.
- Outstanding customer relation skills and the ability to ensure a customer priority culture.
- Ability to stand for long periods of time during the work shift.
- Ability to work well as part of a team and on individual tasks.

OTHER REQUIREMENTS

- Attention to details
- Highly organized
- Good communication and customer service skills
- Confidentiality, integrity, dependability, and conscientiousness
- Appropriate and professional appearance and demeanour required
- Commitment to the high moral, spiritual and ethical values of the University

Applications should include a Cover Letter, a detailed Curriculum Vitae, two (2) written recommendations, including one from current employer, photocopies of relevant academic qualifications and contact number/s should be forwarded to:

**THE DEPARTMENT OF HUMAN RESOURCES
UNIVERSITY of the SOUTHERN CARIBBEAN
P. O. BOX 175
PORT-OF-SPAIN
TRINIDAD & TOBAGO**

Or email us at: hr-recruitment@usc.edu.tt

Applications should be received no later than November 28, 2024.

The University wishes to thank all applicants for their interest. However, only short-listed applicants will be contacted.