

Job Posting

Position Title: Suite Concierge
Department: Food and Beverage
Status: Part-time, hourly
Reports to: Manager, Food and Beverage
Location: Langley Events Centre
Hourly Rate: \$25.50

Organization Overview:

Ten Feet Sports and Entertainment Ltd. (TFSE) manages and operates Langley Events Centre (LEC), a prominent home of participation and spectator opportunities in sports, entertainment, and events in B.C. We are dedicated to recruiting, hiring, and developing individuals with the skills, experience, and passion to contribute to the continued success and growth of our organization in one of the most unique and exciting employment environments available.

LEC Overview:

Located within the Township of Langley's developing Arts, Sports, and Entertainment District, LEC features an arena bowl (5,276 seats for hockey), banquet hall, triple gymnasium (2,000 seats), double gymnasium (1,000 seats), fieldhouse, meeting rooms, dedicated gymnastics facility, retail, sport medicine, and sport organization offices, all next to the adjoining Willoughby Community Park. This unique multi-purpose and simultaneous event facility proudly hosts International, National, Provincial, Regional, and local community championships and events. Inspired by World Class facilities throughout North America, the LEC strives to provide a first-class experience for amateur and professional participants and spectators alike.

Position Overview:

Reporting to the Manager, Food and Beverage Operations, the Suite Concierge will ensure overall service levels are at the expected standards. The Suite Concierge will ensure all food and beverage orders are arriving at suites in the expected timeframe, answer questions for suiteholders, and be a main point of contact if service is required in a suite.

Duties and Responsibilities:

- Coordinate with the Manager, Food and Beverage to direct overall service levels for Food and Beverage in suites during events
- Respond to guest requests and questions
- Maintain complete knowledge of menu items
- Build relationships with suiteholders and ensure all suite guests receive a consistent standard of service and quality
- Communicate any feedback or concerns to applicable departments
- Oversee suite servers and provide direction as needed to ensure optimum guest service
- Coordinate with the Vancouver Giants and Vancouver Bandits regarding suite bookings, event activities, birthday announcements, etc.
- Coordinate with kitchen to ensure pre-orders have been received and are correct
- Set up lounge spaces with appropriate banquet items when necessary
- Maintain an activity report during each event and submit to Manager at the completion of each event
- Other duties as assigned

Skills and Abilities:

- Team oriented
- Excellent customer service skills and a personable approach
- Ability to relate professionally to all levels of staff, guests and clients
- Strong verbal communication skills



SPORTS AND
ENTERTAINMENT

- Physically able to carry out the functions of the position
- Ability to trouble shoot in a fast-paced environment
- Quick thinking and 'can-do' attitude
- Fully proficient in spoken and written English with other language(s) considered an asset
- Ability to work evenings, weekends and holidays as required for our events

Qualifications:

- Valid Serving It Right certificate will be required to be maintained during employment
- Minimum of 19 years of age required
- Minimum three years of customer service or hospitality related experience
- Willingness to complete a Police Information Check
- Valid First Aid Level 1, CPR, and AED Certification, or equivalent will be required to be maintained during employment

HOW TO APPLY:

Interested individuals are asked to submit a resume and cover letter detailing your skills and experience via email: careers@tfse.ca.

This position will remain open until filled. We thank all applicants for their interest, however only those selected for an interview process will be contacted.