
Hospitality Clerk

Lenczner Slaght is widely recognized as Canada's leading litigation firm. Focusing exclusively on litigation and advocacy our lawyers represent a diverse range of clients from commercial disputes and class actions to cross-border matters and professional regulation. Lenczner Slaght is currently seeking a **Hospitality Clerk**.

ROLE DESCRIPTION

Under the supervision of the Office Manager, the **Hospitality Clerk** will primarily be responsible for maintaining the firm's boardrooms, meeting rooms, kitchens and serveries and providing daily Reception coverage. In an effort to deliver exceptional service as it pertains to all hospitality and food service requests, the Hospitality Clerk will be responsible for ordering, stocking, monitoring inventory, maintenance, preparation, and presentation.

ROLES & RESPONSIBILITIES

Boardrooms, Kitchens & Serveries

- Maintain tidiness of all boardrooms by performing regular checks throughout the day and addressing anything that requires attention
- Perform food service set-ups and clean-ups for all meetings/boardroom bookings
- Maintain tidiness of kitchens and serveries; wipe down surfaces regularly and routinely clean out cupboards, drawers, sinks, and small appliances including fridges and microwaves
- Load/unload dishwashers and take responsibility for ensuring dishes, cutlery, glasses, and mugs are distributed and stocked in all firm kitchens and serveries
- Responsible for ordering and replenishing stock and supplies for all boardrooms, kitchens and serveries including all beverages and snacks
- Ensure all fridges and snack baskets are stocked in boardrooms, kitchens, and serveries daily
- Maintain cleanliness of all serving carts and dishware
- Monitor Vivreau water system and glass bottles ensuring to replenish/refill bottles for distribution and call for service when required
- Perform daily checks on all coffee machines to ensure items are fully stocked, cleaned, and in working condition
- Determine when service or replacement is needed for items in the boardrooms, kitchens and serveries and inform Office Manager for approval
- Other Duties as and when required

Reception Coverage

- Responsible for providing Reception coverage during breaks, lunches and from 4-6 PM daily

EDUCATION & EXPERIENCE

- High school diploma required
- Experience performing Hospitality and/or customer services duties in a professional services environment is required

- Food safety certified or in progress of being certified considered an asset
- Candidate must possess prior Hospitality experience and be able to demonstrate, proven success in this arena

KEY SKILLS & CHARACTERISTICS

- Positive attitude with a can-do approach
- Forward thinking, able to take initiative
- Attention to detail
- Excellent understanding of customer service standards
- Demonstrates friendly, cooperative attitude and maintain a high level of collaboration
- Team-oriented, maintaining cooperative work relationships

OTHER INFORMATION

- **Reporting Details:** Reports directly to Office Manager
- **Hours of Work:** Monday to Friday between 10:00 am – 6:00 pm (Currently 9:30 am – 5:30 pm)
 - Must have flexibility to work in accordance with firm requirements being as early at 7:00 am and as late as 7:00 pm, on occasion
- **Additional Notes:** Overtime/Shift change may be required to meet firm needs

WHAT DIFFERENTIATES US?

We are committed to excellence – today and in the future – for ourselves and for our clients. We have a sophisticated and growing business team that includes professionals in several disciplines such as marketing, business development, pricing, process improvement, knowledge management, human resources, professional development, client operations, and strategic planning.

We are committed to promoting and advancing equity, diversity and inclusion in our workplace and in the legal profession. We have developed several award-winning and forward-thinking initiatives including resume anonymization in student recruitment to decrease barriers for diverse candidates and [ReferToHer™](#), a program aimed to balance the scales on referrals for female lawyers. We have also made continuous process improvement and innovation a key strategic priority. Learn more about our programs on www.litigate.com.

Qualified candidates are asked to submit their cover letter and resume [HERE](#).

Lenczner Slaght invites applications from all qualified candidates. We are committed to employment equity and diversity in the workplace. Accommodation will be provided in all parts of the recruitment and hiring process. Please direct all requests and questions to [Lynsey Clement](#) (Human Resources Specialist).