



ALL ABOUT BEING A

Hospitality Worker

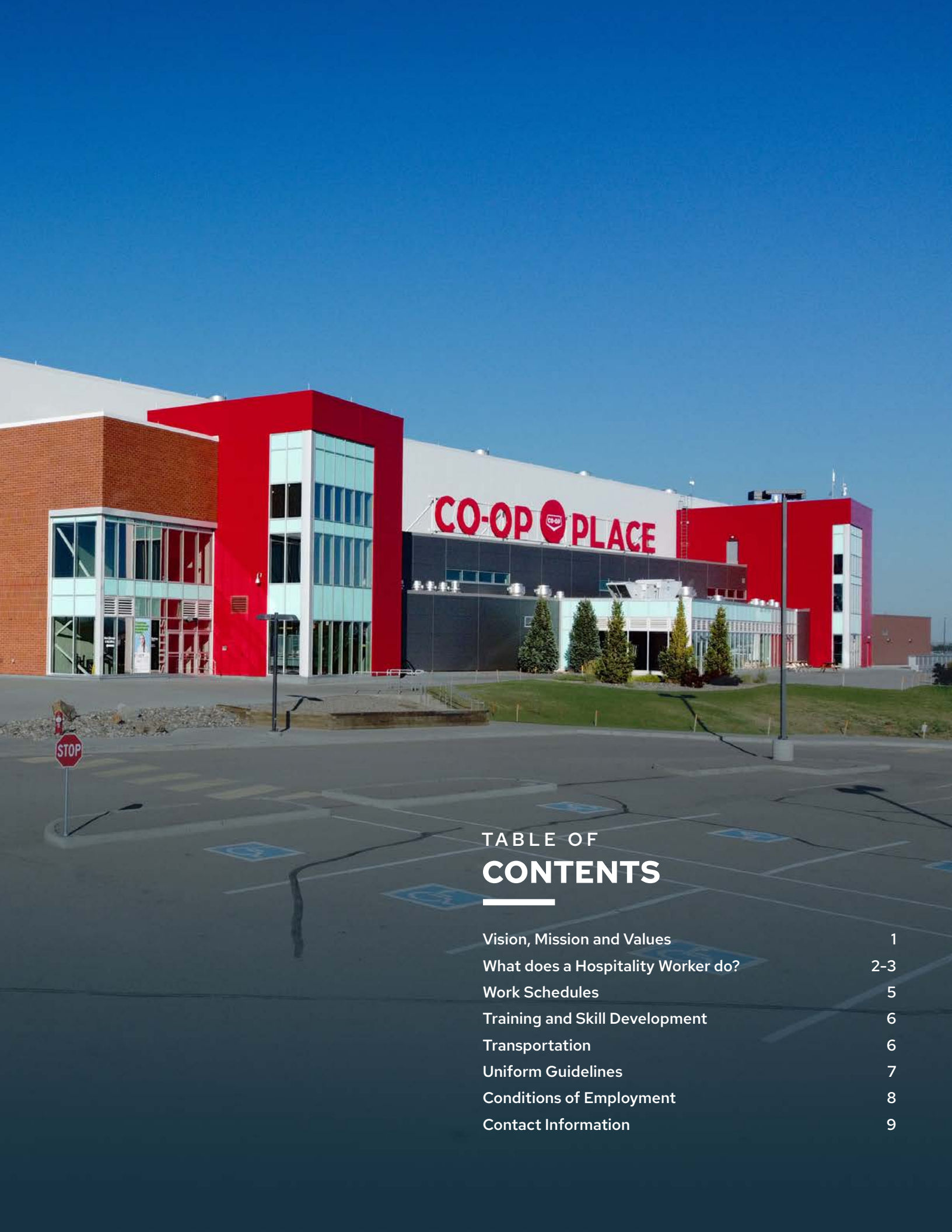


TABLE OF CONTENTS

Vision, Mission and Values	1
What does a Hospitality Worker do?	2-3
Work Schedules	5
Training and Skill Development	6
Transportation	6
Uniform Guidelines	7
Conditions of Employment	8
Contact Information	9



WHO WE ARE

THE CITY OF MEDICINE HAT

OUR VISION

Medicine Hat is a community of choice.



OUR MISSION

To deliver value through exceptional public service.

- In everything we do, we are guided by our vision—
"Medicine Hat is a community of choice"
 —and inspired by our mission: to deliver value through exceptional public service.
- Our culture and ways of working are shaped by the values we all share. They motivate us, connect us, and give us a framework for our decisions and actions.

OUR VALUES

Own it

ACCOUNTABILITY & DELIVERY

We take responsibility for our actions, decisions, and results. We follow through, fix mistakes quickly, and stay focused on delivering what matters most for our team, our community, and each other.

Team up

COLLABORATION

We work together across teams, departments, and communities to achieve better outcomes together. We value connection, diversity of thought and shared success.

Be curious

LEARNING & EVOLVING

We foster a mindset of learning, improvement and curiosity—both individually and as a team. We stay curious, seek feedback, and adapt to meet new challenges.

Service with care

CARE & SERVICE

We put people at the heart of everything we do. We lead with empathy, deliver excellent service, and build trust through every interaction— with customers, colleagues, and the community.



SNAPSHOT

WHAT DOES A HOSPITALITY WORKER DO?

Hospitality Workers I and II play an important role in delivering positive guest experiences during events hosted at Co-op Place and other City of Medicine Hat venues. These positions support the success of concerts, sporting events, and community functions by providing food and beverage service, assisting with event setup and teardown, and ensuring patrons receive timely, friendly service. Team members may rotate through a variety of roles depending on the needs of each event.



Hospitality Worker I

➤ NA (non-alcohol) Cashier

- Operates a point-of-sale system to process food sales quickly and accurately
- Handles float setup and shift-end cashouts with guidance from Team Leads
- Assists with restocking and maintaining a clean and professional concession area.

➤ Concession Runner

Shared role with Hospitality Worker II

- Responsible for serving food and non-alcoholic beverages directly to guests at concession stands.
- Assists with opening and closing duties, including equipment setup, restocking supplies, and cleaning service areas.
- Maintains communication with Porters and Team Leads to ensure items are fully stocked during high-traffic times.
- Offers friendly, efficient service and supports overall guest satisfaction.

➤ Premium Seating Runner

Shared role with Hospitality Worker II

- Works closely with Premium Seating Servers to deliver food and non-alcoholic beverages to VIP areas (Suites, Loges, In-Seat Service, and show VIP sections).
- Ensures accuracy in food delivery and maintains open communication with the kitchen and service leads.
- Helps set up and tidy premium spaces before and after events and relays any guest concerns to supervisors.

➤ Popcorn/Cotton Candy Operator

Shared role with Hospitality Worker II

- Prepares fresh popcorn and cotton candy in advance of and during events.
- Ensures equipment is cleaned, stocked, and operating safely.
- Coordinates with concession and premium seating teams to meet demand and communicates shortages or equipment issues to leadership.

➤ Porter

Shared role with Hospitality Worker II

- Responsible for transporting products (food, beverages, supplies) from storage or kitchen areas to concession and bar locations.
- Ensures each service area is properly stocked before, during, and after the event.
- Assists with inventory control, proper storage of items, and general cleanliness of service areas.

➤ Kitchen/Concession Cook

Shared role with Hospitality Worker II

- Prepares and cooks food items in accordance with portion sizes, recipes, and safety standards.
- Supports plating and packaging of food for concession or premium service.
- Follows AHS food safety regulations, communicates shortages, and ensures workstations remain clean and organized.



SNAPSHOT

WHAT DOES A HOSPITALITY WORKER DO?

Hospitality Worker II

➤ Concession Cashier

- Operates a point-of-sale system to process food and alcohol sales quickly and accurately.
- Handles float setup and shift-end cashouts with guidance from Team Leads.
- Checks IDs and ensures compliance with Alberta Gaming, Liquor and Cannabis (AGLC) regulations for alcohol service.
- Assists with restocking and maintaining a clean and professional concession area.

➤ Premium Seating Server

- Serves guests in premium areas (Suites, Loges, VIP).
- Takes and delivers accurate food and drink orders.
- Handles payments, resolves potential issues & ensures satisfaction.
- Follows AGLC rules; communicates with kitchen/bar.

➤ Porter

Shared role with Hospitality Worker I

- Responsible for transporting products (food, beverages, supplies) from storage or kitchen areas to concession and bar locations.
- Ensures each service area is properly stocked before, during, and after the event.
- Assists with inventory control, proper storage of items, and general cleanliness of service areas.

➤ Kitchen/Concession Cook

Shared role with Hospitality Worker I

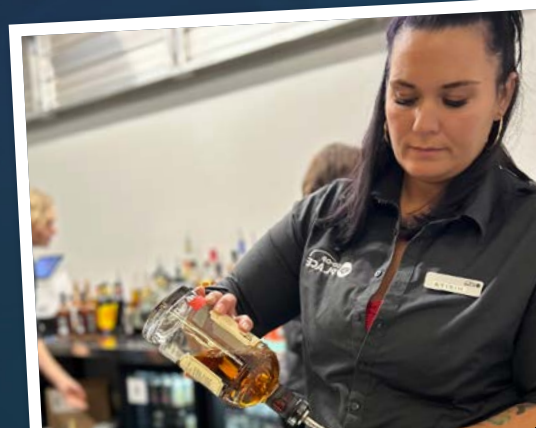
- Prepares and cooks food items in accordance with portion sizes, recipes, and safety standards
- Supports plating and packaging of food for concession or premium service.
- Follows AHS food safety regulations, communicates shortages, and ensures workstations remain clean and organized.



➤ Bartender

- Prepares and serves alcoholic beverages in designated bar areas (Molson Lounge, Tiger's Den, Caesar Bars, L2 Whiskey Bar, Beer Tubs).
- Verifies guest age and follows responsible alcohol service practices.
- Manages float and cashouts, restocks product, and cleans bar areas.
- Coordinates with Porters and supervisors to ensure smooth operation during high-volume service.







WHAT TO EXPECT WORK SCHEDULES

Work schedules for Hospitality Workers are created based on upcoming event needs and employee availability. Shifts are not guaranteed, and hours will vary depending on the nature, size, and timing of each event. Most shifts occur during evenings and weekends, when events are typically scheduled



Here's what you need to know

- Schedules are typically released 2–6 weeks in advance.
- Most schedules are published around the 15th of the previous month.
- Team members will receive an email notification when schedules are available.
- Shifts can be viewed and managed using the When to Work App.

For scheduling inquiries and requests, please email
CoopPlaceFoodServices@medicinehat.ca.

Note: Requests are considered but not guaranteed. Direct family members are not permitted to supervise one another.



ADDITIONAL INFORMATION

TRAINING AND SKILL DEVELOPMENT

All new team members will receive orientation and hands-on training. Training sessions will range from 3 to 6 hours, depending on your assigned area and role. You will be notified of your training schedule approximately two weeks in advance.

During training, you should wear comfortable clothing that allows you to move easily. Black pants (no shorts, dresses, or skirts) and closed-toed shoes are required for safety. Parking is available at the rear of the building, and you may enter through the Ice Rental door.

There's no need to bring anything with you—just arrive ready to learn, participate, and connect with your new team.



ADDITIONAL INFORMATION

TRANSPORTATION

Getting to Co-op Place may require some trip planning depending on your scheduled shift and where you're coming from. If you're driving, free staff parking is available in the southeast corner of the lot near the loading dock and security

entrance. There is also a designated area near the building for those arriving by bike or scooter. Be sure to consider your transportation options ahead of time to ensure you arrive on time and prepared for your shift.





ADDITIONAL INFORMATION

UNIFORM GUIDELINES

Hospitality staff are expected to follow a consistent dress code during all scheduled events. Wearing the appropriate uniform ensures a professional appearance and helps guests easily identify staff.

Specific dress code requirements will be communicated during onboarding and must be followed at all times while on shift.

Here's what you need to know

- Uniform shirts will be provided by the City of Medicine Hat.
- Staff must supply their own black pants and closed-toed shoes.
- Additional PPE (Personal Protective Equipment) will be provided if required for specific roles.
- Professional appearance and appropriate attire help ensure a safe, polished, and welcoming environment for all event guests.
- Employees are expected to maintain a professional and respectful appearance.



ADDITIONAL INFORMATION

COMPENSATION

Hospitality Worker positions are casual roles paid on an hourly basis, with rates determined by the level of responsibility and position requirements.

Here's how it works

➤ HOSPITALITY WORKER I

This position focuses on general food and beverage service and does not include alcohol service.

Hourly Rate: \$15.00
+ gratuity when applicable

➤ HOSPITALITY WORKER II

This role involves advanced responsibilities such as alcohol service and supporting junior staff. Candidates must be 18 years or older.

Hourly Rate: \$17.00
+ gratuity when applicable



IMPORTANT!

CONDITIONS OF EMPLOYMENT

At the City of Medicine Hat, we are committed to creating a safe, respectful, and inclusive workplace for everyone. We expect all employees to uphold the values outlined in our organizational policies, including but not limited to:

- Respectful Workplace Policy
- Drug and Alcohol Policy
- Health, Safety, and Environmental Policy

All employees are expected to follow these policies at all times. Failure to do so may result in progressive disciplinary action, up to and including termination.

Here's what you'll need to get started!

1. BACKGROUND CHECKS

Required for candidates 18 years of age and older.

Once selected, you will receive a link to our third-party vendor, CERTN, to complete the following:

- Reference Check
- Enhanced Canadian Criminal Record Check
- Social Media Screening

2. CERTIFICATIONS

- Food Safe Certificate
(required for all positions)
- ProServe Certificate
(required for Hospitality Worker II positions)

3. PROOF OF AGE

- All successful candidates must provide proof of age
- Hospitality Worker I minimum, 15 years of age.
- Hospitality Worker II minimum, 18 years of age to legally be eligible for alcohol service



IMPORTANT:

Please ensure all required documents and tests are completed by the deadline provided by your recruiter to avoid the risk of your employment of being rescinded.



City of Medicine Hat
580 First Street SE
Medicine Hat, AB T1A 8E6
[medicinehat.ca](https://www.medicinehat.ca)

Hospitality department:
coopplacefoodservices@medicinehat.ca

We acknowledge that Southern Alberta is situated on Treaty 7 and Treaty 4 Territory, traditional lands of the Siksika (Blackfoot), Kainai (Blood), Pikani (Peigan), Stoney-Nakoda, and Tsuut'ina (Sarcee) as well as the Cree, Sioux and the Saulteaux bands of the Ojibwa peoples.

Recruitment, certification & pre-employment related questions:
recruitment@medicinehat.ca