



Counter Service Attendant

Description

Company Operating Name: YGF Malatang Hotpot

Business Address: 1609 Pembina Highway,
Winnipeg, MB

Job Title: Counter Service Attendant / Front Counter Staff

Terms of Employment: Full-time or Part-time, permanent

Language of Work: English

Work Location: On-site at the restaurant

Wage: Starting from **\$17.00 per hour + tips**

Benefits: Tips, staff meal or employee discount

Duties

The Counter Service Attendant / Front Counter Staff will be responsible for providing customer service and supporting daily front-of-house operations in a counter-service malatang restaurant. Main duties include:

- Greet customers and explain the restaurant's ordering process when needed.
- Assist customers with selecting ingredients from the food display area.
- Weigh selected food items and process customer orders accurately.
- Confirm customers' soup base, spice level, and flavour preferences.
- Operate the POS system and process payments by cash, debit card, credit card, or other accepted payment methods.
- Answer customer questions about menu items, ingredients, allergens, pricing, and restaurant

Closing Date

July 21, 2026

Categories

Services

Employer

YGF Malatang

Location

Fort Garry

Address

1609 Pembina Hwy
Winnipeg, R3T 3Y6

Job Type

Part-time

Education Level

High School

Email

ygfwinipeg@gmail.com

procedures.

- Refill water, sauces, condiments, disposable supplies, cutlery, bowls, napkins, and other front counter items in a timely manner.
- Maintain cleanliness and organization of the food display, sauce station, counter area, dining area, and customer service areas.
- Clear used dishes, bowls, utensils, trays, and other items from customer tables.
- Wipe and sanitize tables, chairs, counters, and other customer-facing surfaces.
- Monitor dining area cleanliness and ensure customers have a clean and comfortable environment.
- Communicate customer orders and special requests clearly to kitchen staff.
- Support other team members during busy service hours.
- Follow food safety, hygiene, sanitation, and workplace safety procedures.
- Perform other related duties as assigned by the supervisor or restaurant manager.

Qualification

Education:

Completion of high school is required.

Experience:

Minimum **1 year of previous work experience** in customer service, restaurant service, cashier, front counter, food service, or a similar role is required.

Language:

Fluent English communication is required. The employee must be able to communicate with customers clearly and smoothly, answer questions, explain ordering procedures, and handle customer service situations without communication barriers.

Additional Requirements:

- Must be reliable, punctual, and able to maintain stable attendance.
- Must be friendly, patient, and professional when dealing with customers.
- Must be able to work in a fast-paced restaurant environment.
- Must be able to stand for extended periods.
- Must be able to work evening and late-night shifts as required.

- Must be able to follow instructions and work as part of a team.
- Must be able to maintain cleanliness and follow food safety standards.