

Operations Department

Café Associate Job Description

Availability;

Year round: Tuesday-Saturday day-time, some nights; 32 hours a week

Position Description; The overall purpose of this position;

Working as part of our customer-facing team to ensure high quality and great value food and drink in a clean, safe, and welcoming environment. Café Associate Reports to Senior Guest Service Manager.

Key activities and responsibilities;

- Preparing and serving menu items, including the ability to following recipes and/or creating recipes for daily specials.
- Following proper opening set up and break down procedures.
- Ensuring the café is fully stocked and the menu is met at all times, notifying management of any shortage. Help with weekly ordering which includes ordering for daily specials.
- Checking in all food and beverage deliveries for damage, spoilage, or wrong amount or item.
- Check that all café equipment is in working order and report any malfunctions to management.
- Planning and preparing preordered group, school and camp lunches.
- Handling the register transactions for our guest, ensuring completion of all daily financial paperwork and turning in all invoices and receipts to management.
- Respond promptly to all customer feedback, comments, and complaints in a professional manner. Which includes answering phone calls and returning emails.
- Be familiar and up-to-date with all food handling procedures.
- Experience working in a café, catering, or restaurant environment.
- **Servsafe Preferred** or must have food handler's card.

Knowledge, skills, and abilities;

- Confident with basic arithmetic skills.
- Computer skills, including working on a POS
- Any catering or food preparation work skills.