

Café Attendant

Summary

Café Attendants are responsible for balancing the cash drawer and ensuring efficient operation of the checkout operation. They must be comfortable interacting with guests and making their visit as comfortable and enjoyable as possible. Café Attendants must assist guests with their questions and needs in addition to helping with general dining room operations, setup and cleanup. The Café Attendant has various roles that need to be filled. Each of these is listed below and all jobs will be cross-trained.

Essential Functions

- Able to read and speak fluent English
- Be comfortable using a touch screen computer interface
- Cater to guests needs and give them a fantastic dining experience
- Keep station and dining area clean and organized
- Setup and clean up the café/dining area

Knowledge, Skills and Abilities

Experience working in hospitality, good people skills, basic computer skills, willingness to learn hospitality as an attitude and a job

Working Conditions

- Must be able to lift minimum 20 lbs.
- Must be able to adapt to rapid changes in events
- Able to stand for long periods of time
- Flexible to fill different positions as needed

Minimum Qualifications

- High school diploma or equivalency preferred
- Hospitality industry experience desirable
- Able to follow instructions

Success Factors

- Punctuality and thorough completion of tasks
- Providing the guest with a blessed experience

VARIOUS FUNCTIONS OF THE CAFÉ ATTENDANT

Cashier - POS

- Deliver courteous greeting
- Take orders and process cash handling
- Be knowledgeable and marketable of the menu and up-sell
- Offer suggestions, answer questions and service the customer's immediate needs
- Exceed the customer's expectation and properly represent the organization
- Count down registers
- Breakdown, properly rotate and stock snacks in front
- Clean, sanitize and mop front of house

Dining Room Host/Table Attendant

- Makes sure the dining room is clean at all times
- Responsible for recognizing and taking care of customer table needs
- Making sure there are condiments, iced tea, water, coffee, etc. properly stocked, fresh and available
- Empty plates and dirty dishes are properly removed
- Make sure food is fresh and readily available
- Communicating to the kitchen when food is low or the customer has a problem with food
- Communicates to the customer (in a positive note) the reason for any obstacles
- Reassures the customer their needs will be met
- A positive representation of the organization to the customer
- Keeps fountain and ice replenished
- Familiar with the menu and able to up-sell
- Capable of training others for the position

Expediter/Runner

- Check ticket to make sure it matches with order
- Make sure the food is fresh and plated professionally
- Quickly remove the plate from the window and deliver it to the customer
- Communicating to the kitchen when food is low or the customer has a problem with food
- Communicates to the customer (in a positive note) the reason for any obstacles and reassures the customer their needs will be met
- A positive representation of the organization to the customer
- Be familiar with menu and able to explain to the customer what is on the plate, how it was prepared and how it should be served

Barista

- Make coffee, specialty drinks, smoothies and other drinks for patrons
- Clean and sanitize coffee and front of the house area
- Work with Food and Beverage Manager concerning inventory and ordering
- Keep front of house cleaned and stocked
- Capable of assisting and filling in for the Food and Beverage Manager
- Capable of training and coordinating others to do this task