

CAFÉ OPERATIONS TEAM MEMBER

Reports to: Food Service Operations Supervisor

Summary

This position is responsible for the ordering and serving activities of the Cafe with primary responsibility for ensuring food safety, quality, consistency and excellent guest service, to obtain optimum efficiency, economy of operations and maximize profits by performing assigned duties. Ensures exceptional guest service through communication and follow-up with employees and guests.

Essential Duties

- Thoroughly knowledgeable on menu and food preparation.
- Stocks/replenishes an adequate supply of all service ware (i.e. cups, straws, napkins, trays, condiments, etc.).
- Responsible for the cleanliness and organization of the dining room, kitchen service areas, back hallways and front of house service stations (i.e. front counters, condiment station, tray returns, etc.).
- Inspects all areas of the café to ensure compliance of all health department requirements.
- Complete the necessary documentation that is required by the health department (i.e. temperature logs, day dot stickers, etc.).
- Provides positive guest recognition and relations through personal performance.
- Greets guests in a timely and professional manner, makes suggestions regarding food and beverage and answers any questions or concerns.
- Serves customer orders in a timely manner while ensuring accuracy and presentation standards.
- Monitors and observes guests' dining experience to respond to additional requests and to determine when meal has been completed.
- Has thorough knowledge and correctly uses the POS system.
- Accurately counts change back to guests.
- Totals receipts accurately, verifies sales and delivers receipts/cash to proper location at end of shift.

Qualifications

- Exceptional guest service skills and a desire to implement Widgets Family Fun's core values to exceed guests' expectations every time.
- Displays integrity and honest behavior.
- Displays a professional appearance with excellent personal hygiene and hand washing.
- Effective communication skills; bilingual a plus.
- Basic computer and math skills with the ability to expand current knowledge.
- Ability to work evenings, weekends, and holidays as scheduled.

- Ability to stand long periods of time while on shift.
- Must be able to multi-task in a fast-paced environment.
- Must be outgoing, friendly and guest-focused.
- Ability to lift 15 pounds of merchandise when stocking inventory.
- Desires and shows the ability to work effectively with fellow employees and provide a safe environment for all guests.

Education and/or Experience

Obtained or in the process of obtaining a high school diploma or equivalent (GED) or higher. Previous experience in food service is a plus.

Language Skills

Ability to read, write and speak English. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to present information in one-on-one and small groups situations to guests, clients, and other employees of the organization.

Reasoning Ability

Ability to solve practical problems and deal with a variety of situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, verbal, diagram, or schedule form.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand and walk; use hands and arms to handle, reach, balance, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 15 pounds. The noise level in the work environment is usually loud.