

FORT TICONDEROGA AMERICA'S FORT

Café Manager

Status: Temporary Seasonal Position

PRIMARY PURPOSE OF POSITION

The Café Supervisor is responsible for the operation of the America's Fort Café in an efficient, professional, and friendly manner as a service to our guests and as an important source of revenue for Fort Ticonderoga. The Café should be a cheerful, friendly, welcoming place where guests and staff can purchase appetizing and healthy meals and beverages. Staff in the Café are often the first and the last employees many of our visitors encounter. It is essential that the Supervisor and staff are informed and enthusiastic about the many experiences and programs at Fort Ticonderoga as well as the products that are served. Fort Ticonderoga is an independent non-profit organization and your work and restaurant sales serves the mission of the organization. This person reports to the Director of Finance and Business Operations.

RESPONSIBILITIES

- Plans and manages the operation of the Café
- Provides daily supervision for Café
- Ensures compliance with licensing, hygiene, and health and safety regulations
- Manages the "Farm to Fork" destination dining experience; coordinates seasonal menu development and use of specials based on regional, local, and Fort Ticonderoga specific menu items
- Spends 70% of time in guest contact areas monitoring quality of dining experience and guest satisfaction
- Interviews, hires, trains, counsels, and appraises performance, and terminates employees; communicates regularly with Supervisor to ensure the implementation of Fort Ticonderoga Employee Guidelines and Procedures
- Assists with formulating and updating Café policies and procedures to meet organizational standards of excellence
- Leads weekly staff meeting and efficiently debriefs staff each morning before opening on the day's events. Communicates daily with Supervisor
- Ensures positive guest relations by listening to guest comments and resolving issues as appropriate

JOB REQUIREMENTS

1. Working knowledge of food, beverage, service, and payroll cost control methods
2. Ability to a) communicate well both orally and in writing; b) exercise high levels of tact and discretion; c) demonstrate extreme courtesy and hospitality in stressful situations and d) work flexible shifts that include nights, weekends, and holidays

QUALIFICATIONS

A four-year degree in Restaurant Management or Business Management plus two years of supervisory experience in dining operations, or a two-year degree in Restaurant Managements plus 3-5 years of progressively responsible experience including two years of supervisory experience in dining operations, or a High School diploma/GED plus 4-6 years progressively responsible experience including 3 years of supervisory experience in dining operations.

Must be at least 21 years of age to supervise underage staff in the sale and disposal of alcoholic beverages. <https://www.sla.ny.gov/frequently-asked-questions#compliance1>

PHYSICAL EFFORT

Restaurant work requires effort and may be strenuous. The various duties require the ability to endure varied temperatures including heat and cold. There are activities that require bending, squatting, moving inventory and equipment, lifting, extensive use of stairs and grasping. Must be able to lift 50 lbs., able to stand and walk for an extended period (up to 4 hours) and must have manual dexterity to perform job duties.

Fort Ticonderoga is an Equal Opportunity Employer

January 12, 2017