

FORT TICONDEROGA AMERICA'S FORT

Seasonal Café Cook

Status: Temporary Seasonal Position

PRIMARY PURPOSE OF POSITION

The Café Cook is responsible for the assisting in the daily 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 snacks, meals, and beverages. Staff in the Café will generally be the first-and the last people most of our guests encounter. It is essential that you be *informed and enthusiastic* about the many opportunities at the Fort: the daily programs, the special events, the off-season activities, the Friends program, and the product that you serve. Fort Ticonderoga is an independently owned non-profit and your work and restaurant sales serve the mission of the Fort!

STANDARDS: Maintain a positive, enthusiastic outlook; smile and greet guests, employees, managers, and supervisors; show respect for and cooperate at all times with those for whom and with whom you work; report to work as scheduled and on time; meet appearance standards; perform assigned tasks accurately and on time.

RELATIONSHIPS

- ❖ This person reports to the Cafe Supervisor.
- ❖ This person works closely with all other departments and must be willing to work, as needed, in all areas of Fort Ticonderoga.
- ❖ Efficient work by a small department that shares equipment and workspace **requires** a spirit of positive cooperation with co-workers.

COMMUNICATION SKILLS

- ❖ Able to talk to an audience of diverse age and backgrounds
- ❖ Clearly communicate with individuals
- ❖ Present a professional image with regard to Fort Ticonderoga in all media
- ❖ Understand, follow and enforce the directions of the Café Supervisor and all senior supervising staff
- ❖ Be kind, polite and courteous at all times

RESPONSIBILITIES

- ❖ Food Preparation including daily specials, baking for the Glacis Market, samples, etc.
- ❖ Be pro-active in requesting fresh produce and herbs from the King's Garden daily
- ❖ Ensure that there is enough prepped back-up food supply to get through the high volume per shift as well as refrigerated to-go orders.
- ❖ Pre-make salads so that only the meat, shell fish or fish need to be added to it
- ❖ Must follow recipes to ensure consistency in quality food

- ❖ Work closely with the Cafe Supervisor to ensure that food inventory orders are placed accurately so that no “special” runs need to be made at the last minute, especially to Walmart.
- ❖ Wear uniform and hair as required by the New York State Health Department and Fort policy.
- ❖ Maintain equipment to prevent unnecessary repairs.
- ❖ Must be able to work as an effective team.
- ❖ Ensures organizational pillars are being upheld by team.
- ❖ Stock food inventory at the end of every shift
- ❖ Clean and change oil in deep fryer as needed
- ❖ Sweep, mop, clean counters, fans, and grills daily
- ❖ Wash dishes, load and unload dishwasher
- ❖ Ensure that all food is labeled properly with the date of preparation
- ❖ Ensure that inventory in the cooler or refrigerator meets NYS safety standards
- ❖ Ensure that the temperature of all food (whether it be hot or cold) meets NYS food safety standards
- ❖ Notify the Kitchen Supervisor when supplies are low.
- ❖ Other duties as assigned.

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.

VISUAL ATTENTION, MENTAL CONCENTRATION and MANIPULATIVE SKILLS

Work performed requires concentration to ensure accuracy in completing assignments correctly the first time. Also expected is the capability to carry out more than one task at a time and the ability to assist with projects as needed.

SAFETY FOR OTHERS

Restaurant staff should understand the safety procedures for all equipment and supplies used. Every effort should be taken to ensure proper operation of equipment and supplies. The individual employee must be aware of potential hazards to visitors at all times. This employee assists with the safety responsibilities for this section.

GOALS

- ❖ Deliver high quality service and product in the restaurant
- ❖ Safe, careful and precise delivery of product and service
- ❖ Build strong, positive relationship with everyone you serve
- ❖ Be fully present, fully aware, fully available for those you serve
- ❖ Be a valuable, positive contributor to the team
- ❖ Respond to change and adversity positively and productively
- ❖ Proactively initiate positive change
- ❖ Wise use of time, money, materials, collections and land.
- ❖ To serve Fort Ticonderoga’s mission in all of your work

SCHEDULE

Must be flexible, able to work weekends and some evening shifts may be required. This is a temporary seasonal position. Fort Ticonderoga is an Equal Opportunity Employer.