

# FORT TICONDEROGA AMERICA'S FORT

## *Seasonal Café Wait Staff* Status: Temporary Seasonal Position

### **PRIMARY PURPOSE OF POSITION**

The Café Wait Staff are 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 snacks, meals, and beverages. Staffs in the Café are generally 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 program, 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 Head Waitress and Café 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**

- ❖ Smile, greet guests; seat guests when necessary, take accurate drink and food orders.
- ❖ Run cash register only when necessary and directed by Supervisor.
- ❖ Stock ice at the beginning of the shift.
- ❖ Pre-plate desserts for shift
- ❖ Make coffee at the beginning of shift.
- ❖ Accurately process checks to customer in a timely manner.
- ❖ Deliver meals in a timely and friendly manner to guests.
- ❖ Wear café uniform and hair up above shoulders as required by Fort policy and NYS Department of Health.
- ❖ Wipe down silverware and glasses daily.
- ❖ Maintain equipment to prevent unnecessary repairs.
- ❖ Must be able to work as an effective team.
- ❖ Be on time and work as an efficient team.
- ❖ Ensures organizational pillars are being upheld by team.
- ❖ Must report tips with bi-weekly time sheets to the business office.
- ❖ Stock counter and tables with napkins, condiments and fill salt and pepper shakers to assure guest satisfaction at the end of every shift.
- ❖ Stock shelves with coffee, tea, cups, silverware, etc. and any other needs for the next day shift.
- ❖ Stock coolers and refrigerator's at the end of every shift with soda, wine and beer. Use those received first in conjunction with a FIFO (first in, first out) inventory system to minimize waste.
- ❖ Clean tables and chairs after every customer leaves.
- ❖ Do dishes and load dishwasher as needed..
- ❖ Notify Head Waitress when supplies are low.

- ❖ Be alert to and proactive with guest needs. Delivering quality customer service is most important!
- ❖ 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**

Café 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.

*January 14, 2014*