



Waitstaff

America's Fort Café

Status: Temporary Seasonal Position

PRIMARY PURPOSE OF POSITION

To maintain a high level of guest service within the Café by delivering knowledgeable and friendly service. Waiters/Waitresses serve Fort Ticonderoga's mission by assuming various roles within the Café including generating sales, restocking and ordering, cashiering, and safeguarding inventory.

Relationships

- This person reports to the Head Waitress; in HW absence, this person reports to Kitchen Manager
- Must be willing to work closely with other departments
- Sharing equipment and workspace requires a spirit of positive cooperation with co-workers

Qualifications

Foodservice and/or customer service experience including:

- Superior Customer Service Skills
- Cash Handling

Skills and Abilities

- Excellent customer service and communication skills
- Proficiency with relative point of sale software
- Must be able to multi-task, be efficient, function as part of a close-knit team, and enjoy working with the public

Responsibilities

- Ensure that guests receive outstanding service which includes greeting guests, maintaining solid product knowledge and all other aspects of customer service
- Proactively interact with guests in a professional manner
- Perform sales transactions in POS system throughout shift. Issue receipts, refunds, credits, and accurate change due to customers
- Be proactive in growing the membership base by providing information about the benefits and value of membership, completing membership sales, and processing member data accurately
- Ensure that cash drawer amounts are correct and that there is adequate change
- Balance monies to daily receipts at the end of the shift without incurring any shortage or overage
- Maintain knowledge of product and its background and relationship to the organization, including site-made ingredients, local farm partnerships, etc.

- Assist in replenishing Museum Store to-go's
- Be aware of all Museum events, programs, and upsells both ongoing and upcoming
- Maintain a professional appearance and demeanor while adhering to the organization's and New York State's Department of Health dress code
- Ensure organizational values are being upheld by team
- Resolve customer complaints in a professional and efficient manner, calling upon supervisor when needed
- Safeguard inventory
- Maintain each workstation to ensure it is properly operated, organized, and sanitary
- Ensure that everyone shows identification before alcohol is served.
- Assist with other duties as directed

Physical Demand

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job.

- Physical requirements include long periods of standing, stooping, kneeling, bending, and lifting of up to 50 lbs
- Lifting and transporting of moderately heavy objects such as furniture, equipment, and boxes, will be required
- The various duties require the ability to work in varied temperatures

Safety for Others

- This employee assists with the safety responsibilities for the Log House
- This employee should understand the safety procedures for all equipment and supplies used
- The individual employee must be aware of potential hazards to visitors at all times and be prepared to provide guidance, assistance and instructions to patrons in the event of an emergency

Goals

- Deliver high quality service and product
- 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

Able to work a flexible schedule including weekends and occasional evenings

Job Type: Temporary Seasonal

Fort Ticonderoga is an Equal Opportunity Employer

May 2022