

Food and Beverage Back-of-House Associate

Reports to: Creative Culinary Manager

FLSA: Hourly, non-exempt

Summary: Associates working in the Food and Beverage outlets (Café, Market, and Snack Shack) will perform tasks in a professional manner with awareness and kindness towards guests and co-workers. We work on a foundation of collaboration, clear-communication, and creativity to maintain a healthy and sustainable work environment. Associates will always ensure that health and food safety standards are being met and maintain a clean image while performing their daily tasks.

Essential Functions: *(This job requires the performance of the following tasks, with or without accommodation. Incumbents may be regularly or occasionally required to assume additional responsibilities or perform additional tasks.)*

Prep/Line Cook:

- Wash, slice, or chop foods in preparation for further cooking.
- Assemble salads and sandwiches to order, or according to standard daily procedure.
- Collaborate with co-workers to balance workload and ensure prompt delivery of orders.
- Thoughtfully present food in a timely manner.
- Create soups, sauces, and dressings from scratch.
- Communicate with Manager or Supervisor when ingredient items are low.

Sandwich/Salad Artists:

- Cut and prep meats and vegetables by hand or machine.
- Assemble sandwiches, green salads, and deli salads for the Market.
- Properly date, label, and deliver sandwiches to the Market.
- Restock the workstation with condiments and other supplies as needed; ensure that the workstation is restocked and clean at end of shift.
- Organize and prepare lunches for groups.
- Maintain a clean and sanitary work station.
- Sweep station every night; clean behind sandwich and salad units.
- Wash pots, pans, and dishes.
- Empty trashcans, sweep floors, and other related duties.

Baker:

- Provide quality cookies, cakes, quick breads, brownies, and bars for the Market.
- Provide quality desserts for the Café.

- Prep pizza dough and pastry crusts as needed for the Café.
- Occasionally assist in assembling baked goods for events.
- Properly date and label all baked goods.
- Communicate ingredient needs in a timely manner with Manager or Supervisor.
- Maintain a clean and sanitary work station.
- Wash tools, pans, and dishes as needed.
- Empty trashcans, sweep floors, and other related duties.

Smoothie Artist (Snack Shack):

- Prep and stock smoothie ingredients daily.
- Properly date and label all ingredients.
- Check expiration dates and remove inventory as needed.
- Prep and stock resale inventory.
- Efficiently produce high quality smoothies.
- Maintain a clean and sanitary work station.
- Communicate ingredient needs in a timely manner with Manager or Supervisor.
- Assist in cashier duties as needed.
- Maintain outside seating area as time allows.
- Wash dishes.
- Empty trashcans, sweep floors, and other related duties.

Dishwasher:

- Scrape and rinse cooking pots and pans prior to thorough cleaning.
- Store clean cookware in designated areas.
- Scrape and rinse dishes, glassware, and eating utensils prior to washing them. Store serviceware in designated areas.
- Assist team members by retrieving items from the refrigerator, freezer, and storeroom.
- Assist culinary team during downtime at the prepping workstation.
- Regularly assist with deep cleaning projects such as de-liming the dish machine, wiping down gaskets of coolers, defrosting freezers, cleaning hood vents, and other tasks as needed.
- Empty trashcans, sweep floors, and other related duties.

Qualifications:

- Excellent people skills. Ability to communicate effectively with guests and staff.
- Ability to work efficiently in a fast-paced, high-volume environment.
- Ability to maintain composure and a positive mindset under pressure.
- Ability to be on one's feet up to six hours at a time.
- Experience in a guest-centric customer service position is a plus, but not required.
- A friendly, positive attitude.
- Ability to organize and prioritize the work for efficiency.
- Ability to communicate with visitors, both striving to exceed their expectations and creating an exceptional Gardens experience.

- Highly motivated and self-directed, can easily find tasks to keep busy.
- Excellent communication and team-building skills.
- Customer-service driven.
- Working familiarity with point-of-sale (POS) software.
- Must be able to lift 40lbs.
- Ability to become familiar with the establishment's menu or items offered.
- Ability to operate equipment specific to the assignment.
- Ability to become familiar with the Gardens' programs and daily offerings.
- We follow all culinary guidelines pertaining to Covid-19. All employees wear masks at all times in buildings and in shared work-spaces, including our kitchen.

Work schedule:

Associates work eight-hour shifts up to five days a week; shifts begin as early as 6 a.m. and end as late as 5 p.m. Weekends, some evenings, and flexibility are required. Winter hours for Gardens Aglow are Thursday through Sunday, afternoons to evening.

Physical and environmental factors:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this job description is intended to be an accurate reflection of the current job, the company reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances dictate (such as emergencies, changes in personnel, work load, rush jobs, or technological developments).

Updated 2/18/2021