

Food and Beverage Front-of-House Associates

Reports to: Creative Culinary Manager and Culinary Supervisor

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.)*

Server/Host/Hostess:

- Welcome guests to the Café and ascertain their seating preference. Maintain a waiting list if necessary.
- Seat guests in a manner that equalizes the workload for servers.
- Provide menus to guests, answer any questions about the menu and the Gardens.
- Assist in all operations of the Café, from wiping down tables to running food.
- Provide detailed descriptions of current menu offerings as well as knowledge of any local resources/products available in the Café and Market.
- Input all customers' food orders into point-of-sale system in a timely manner.
- Direct visitors to gardens of interest, seasonal highlights, and amenities.

Cashier (Market and Snack Shack):

- Greet customers and indicate an eagerness to assist them.
- Ensure that displays are stocked for the day, replenishing stock as needed; check expiration dates and remove stock, if necessary.
- Advise guests about the food and beverage offerings; make recommendations as appropriate.
- Ring up purchases in the point-of-sale system.
- Run credit cards, take cash, and make change.
- Close out and balance the register at the end of the shift.
- Keep the work area and merchandise area neat and clean throughout the day.
- Direct visitors to gardens of interest, seasonal highlights, and amenities
- Clean and neaten the eating area as usage demands and time permits.
- Report any observations to the Food and Beverage Manager, e.g., high-demand items, inventory issues, operational problems, etc.

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 workspaces, including our kitchen.

Work schedule:

Associates work five- to eight-hour shifts up to five days a week; shifts begin as early as 9 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).