



POSITION TITLE: Café Team Member
DEPARTMENT: Café Service Team
REPORTS TO: Café Manager

POSITION SUMMARY:

This position reports directly to the Café Manager. The primary responsibilities of this position are to provide excellent customer service in the Café service team. It is required that all tasks are performed in; follow all health codes, all safety, and fire policies. Must be able to be conscientious of neatness, cleanliness, guests' needs, and expectations.

MAJOR DUTIES AND RESPONSIBILITIES:

- Must have a Food Handlers license
- Assist in foodservice operation including handling of food properly using the correct tools, gloves, serving pieces
- Opens each morning by displaying all food properly
- Each morning set up furniture, fill all condiments, utensils, napkins, wipe down all tables, counters, display units for complete cleanliness 24/7 during the day restocks all food and supplies as needed
- Operate a computer Point of Sale system inclusive of cash handling
- Maintain accurate cash drawing proving each day
- Performs to the best of their ability in regards to the display of all foods
- Complies with the health code procedures and requirements regarding the cleanliness of all equipment – food, counters, machines, tables, chairs, high chairs, trash receptacles, and any display units
- Will maintain café seating areas as guests leave a table by straightening chairs and tables and wiping down all furniture making prepared for the next guest
- Maintains interior of all cabinets in an orderly and clean environment
- Maintains wipes out, and keeps organized the interior of the refrigerator
- Maintains all dinnerware and serving pieces are kept in an orderly and clean storage arrangement
- Works a close liaison with vendors on recommendations of food placement or selling techniques
- Follows daily checklist and ensure staff is following
- Work a close liaison with the facilities team in regards to transporting large amounts of goods to the café for stocking due to weight issues
- Work closely with the facilities and maintenance department in regards to spills on the floor and overflowing trash receptacles during the business day
- Will wear assigned back brace as needed
- Will make all suggestions of food lineups and changes as needed for seasonal holiday purchasing
- Team member will follow all health rules and policies



- Maintains and keeps organized all stockrooms for both café and retail as a responsibility to the inventory side of both departments.
- All other duties as assigned

REQUIRED EXPERIENCE:

- Excellent Customer Service.
- Able to work by standing on legs and feet for up to 8 hours each day.
- Be detailed oriented and organized.
- Previous experience in café, restaurant preferred.
- Previous experience handling a cash register and cash handling.
- Able to follow all health laws and company policies pertaining to the handling of food and guest services.
- To understand and follow the stale dating rules.

PHYSICAL AND MEDICAL REQUIREMENTS:

- Ability to work a flexible schedule which may include evenings and/or weekends and holidays.
- Successful completion of all pre-employment screening.
- No history of allergy related to animals or plants, which might interfere with the ability to work.
- The employee must be able to occasionally lift, move, carry, push, or pull up to 50lbs.
- Ability to stand and walk for long periods of time.
- Ability to use hands to handle or feel; and reach with hands and arms.
- Ability to balance, stoop, kneel, crouch, climb stairs, or crawl.
- Required to frequently talk and hear.
- No impairment of sight, smell, hearing, touch, balance, and agility of movement which might interfere with the ability to work.
- Must be able to take directional cues directly or indirectly.
- Ability to work in an environment that may be loud at times.
- Ability to work in all weather conditions, including occasional extreme hot or cold, and wet and/or humid conditions.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Ability to communicate and relate well to all ages of the general public and with co-workers.
- Ability to perceive and respond to verbal and visual direction, as well as the surrounding environment.
- Ability to work flexible hours to include weekends and holidays.
- Ability to work as part of a team in a constantly changing environment, as well as individually, with minimum supervision.



Must exemplify core fundamentals of the Employee Promise, which states:

- I am empowered to take ownership of any opportunity to exceed expectations.
- I anticipate guests' needs and pay attention to the details.
- I treat all internal and external customers with respect.
- I am on stage! (Smile)
- I have an attitude of gratitude.
- I get it right the first time.
- I display actions that are moral and ethical.
- I always provide alternative solutions.
- I am committed to learning every aspect of our products and services.
- I use the 10/5 rule, 10 feet I acknowledge my guest's presence with a smile and at 5 feet. I greet them with a courteous word.
- I use name recognition at every opportunity.
- I take personal responsibility for our surroundings.
- I am accountable for my tools and resources.
- I value the contribution of every team member.

Signature

This job description has been approved by all levels of management:

The team member's signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Signature: _____ Date: _____