

Cafe Crew Member

Employment Type: Part time in spring; Full time up to 40 hours/week in summer

Description:

Day, evening, weekend, and holiday availability a must. Greets, takes orders, and prepares food for guests. Clears and washes dishes. Makes espresso drinks and brewed coffee. Prepares deli menu items and pizza to meet quality, portion and time standards. Maintains line cleanliness/sanitation. Is passionate about great food and great service. **Must be 18 or older.**

Duties:

Our performance expectations are:

- Arrives on time for all shifts
- Makes eye contact and greets guests enthusiastically
- Treats customers and co-workers with courtesy and respect
- Takes telephone orders for sandwiches, bakery items, and pizza
- Follows the four steps to order accuracy (write it down, repeat it back, communicate, deliver)
- Promptly delivers all food to guests
- Regularly checks with guests in dining areas if further service is needed
- Cheerfully assists co-workers with anything that is necessary or requested
- Asks questions or for help whenever necessary
- Finds work to do when slow
- Follows the Cafe PIC guidelines and direction
- Follows sanitation procedures and keeps all work areas clean
- Maintains Sandwich and Pizza Line cleanliness and sanitation
- Timely and accurately completes prep list including stocking, rotating, and clean-up
- Meets quality and time standards for trimming and slicing meat
- Clears dishes from tables in dining area and front porch
- Washes and sanitizes dishes and returns them to their storage locations
- Disassembles, cleans, sanitizes, and reassembles food service equipment
- Keeps customer areas clean and organized
- Sweeps, vacuums, or mops floors as needed
- Checks customer bathrooms; cleans and restocks as needed
- Maintains FIFO and labeling standards in inventory and customer-ready food items
- Sorts garbage and recyclables; takes out trash in prep and customer areas as needed
- Lifts small tables and chairs onto and off of front porch
- Picks up yard litter, sweeps front porch and parking area as needed
- Knows and follows opening and closing procedures
- Directs guests to: seating, washrooms, phone, candy shop, and Birch Bay attractions
- Positively responds to requests for assistance from co-workers, supervisors, and customers
- Notices when help is needed in all areas of the Cafe, takes initiative to help if possible, or lets PIC know where help is needed
- Practices good personal hygiene

We will train you to:

- Operate a point of sale system and maintain a balanced cash drawer
- Make all menu items to meet quality, portion, and time standards
- Use the panini grill
- Make sandwiches and salads
- Scoop ice cream and make shakes, floats, coffee, tea, cocoa, espresso, etc.
- Use the bread slicer
- Slice meat, cheese and vegetables for sandwich and pizza prep tables
- Make pizza dough using a 60qt mixer

- Use a dough sheeter for pizza dough
- Grate cheeses and make pizza sauces
- Assemble and bake pizza
- Prepare gluten-free pizza and sandwiches
- Prepare baked goods for service and stock the bakery display
- Package bread, bakery products, and fill bakery orders as directed
- Wash dishes and use the dishwasher
- Cross train for Candy Shop work as time allows and need dictates

Qualifications:

The Success Patterns for this position are:

- Has experience working in customer service and/or the foodservice or hospitality industry
- Has a reputation for giving great service to guests and co-workers
- Can work a flexible schedule, including evenings, weekends, and holidays
- Has reliable transportation
- Can handle multiple tasks at one time
- Has good problem solving skills
- Has strong interpersonal skills
- Is able to work independently and as a member of a team
- Communicates professionally in person and on the phone
- Has neat handwriting
- Enjoys handling complexity and paradox
- Exhibits strong organizational skills
- Works very effectively as part of a team
- Recognizes when help is needed and is willing to ask for it or provide it
- Must be able to do lifting, standing, bending, reaching, reading, and basic math
- Current Washington State Food Worker Card

Successful Candidates will have the following Personal Characteristics:

- Is passionate about selling good food and giving great service
- Enjoys the challenge of pleasing a difficult customer
- Is self-motivated, especially under pressure
- Detail-oriented
- Likes to have fun at work
- Is able to effectively manage their emotions in the workplace
- Feels passionate about cooking and good food
- Enjoys working under a time crunch
- Takes pride in being consistent
- Loves to learn and takes direction with a smile
- Enjoys a challenge and creating something new
- Has a willingness to take extra steps to protect the environment