
Job Posting Details

Job Description

Position: Raven Cafe Front of House
Department: Raven Cafe
Status: Seasonal Winter FT
Posting Date: Nov-05-2018

QUALIFICATIONS REQUIRED

PRIMARY OBJECTIVES:

The Raven Café is an intimate one that hosts guests for breakfast, lunch, coffees, snacks and après daily. We are a licensed facility and also hold our fondue portion of the Snowshoe Fondue tours in the Raven Café. The Raven Café Front of House staff are one of the first points of contact between the guest and our Nordic Operation. Duties include taking orders from guest, making specialty coffee and alcoholic drinks, running food and bussing tables as well as cash handling and balancing along with providing guests with resort information. All Raven Café staff must be efficient, highly organized, and demonstrate excellent communication skills as well as quickly develop an in-depth knowledge of the resort and its products.

RESPONSIBILITIES:

Specific:

- Take and relay food and beverage orders.
- Create specialty coffees and pastries.
- Serve food and beverages to guests.
- Ensure guest satisfaction.
- Handle complaints/concerns of the guests.
- Provide food and beverage product knowledge.
- Use proper serving techniques.
- Handle payments from guests.
- Operate assigned POS system and perform daily cash procedures ensuring accuracy at all times.
- Complete daily tasks such as filing, cleaning, general maintenance, etc.
- General knowledge of the resort (i.e. Biathlon Range, Tube Park, Alpine area, etc).
- Must be available to work in other areas of the resort.
- Ensure the safety and security of the Raven Lodge by adhering to set safety rules and regulations.

General:

This is a basic outline of day-to-day responsibilities. Adjustments will be made if necessary to reflect the needs and expectations of the Mt. Washington Alpine Resort management team:

- Be the ‘face’ of Raven Retail and the first point of contact for guests.
- Develop a comprehensive knowledge of in-house departments and products.
- Be prepared to switch location at no notice depending on guest volume.
- Be aware of program numbers and communicate staffing needs to the Supervisors when necessary.

EXPECTATIONS:

- Previous food and beverage experience is an asset.
- Serving It Right and FoodSafe certifications are mandatory.

- Excellent communication skills required.
- Professional appearance and attitude.
- Cash handling experience an asset.
- Excellent time management skills required.
- Knowledge of health and safety regulations is required
- Micros/transect experience and Workplace Hazardous Materials Information System (WHIMS) are assets.
- Perform additional duties such as assisting in the Retail, Rental and Outdoor Operations areas as required.