

JOB DESCRIPTION



TITLE: Water Resort Snack Bar Attendant

REPORTS TO: Water Resort Food & Beverage Manager

JOB #:

DATE: 5/1/06

DEPARTMENT: Food & Beverage

GENERAL PURPOSE

Under general supervision, provides prompt and courteous food and beverage service to guests of the water resort.

ESSENTIAL DUTIES/RESPONSIBILITIES

Greets and takes food and beverage orders from water resort guests while accommodating special needs/requests, and adheres or exceeds service standards as established by food and beverage SOP.

Memorizes menu items and daily specials in order to answer questions and make recommendations to guests.

Controls allocated guest's checks by following established check-use procedures and legibly documenting all required information as the guest's order is taken and processed.

Receives proper payment from guest and ensures accuracy of guest's check and method of payment in order to safeguard customer and company.

Attends all pre-meal and departmental meetings in person in order to enhance communication and gain knowledge of products, service and facility.

Respond to customer inquiries and comments in person and on phone by providing timely and knowledgeable information in order to provide customer service.

Completes all restocking and cleaning duties by performing opening and closing side work as instructed.

Maintains cleanliness standards in food and beverage service areas in order to have a clean, presentable, attractive facility and to satisfy state and local health board requirements.

Appearance must be clean and professional with a cheerful and courteous demeanor at all times.

Performs other duties as assigned, requested or deemed necessary by management.

OTHER DUTIES/RESPONSIBILITIES

Provides assistance to other water resort outlets and hotel departments to contribute to the best overall performance of the water resort and hotel.

Regular attendance in conformance with the standards, which may be established by Sage Hospitality from time to time, is essential to the successful performance of this position. Associates with irregular attendance will be subject to disciplinary action up to and including separation of employment.

Due to the cyclical nature of the hospitality industry, associates may be required to work varying schedules to reflect the business needs of the hotel.

Attend regularly scheduled staff meetings and training programs as required.

Upon employment, all associates are required to fully comply with Sage Hospitality's rules and regulations for the safe and efficient operation of the hotel facilities. Associates who violate rules and regulations will be subject to disciplinary actions up to and including separation of employment.

SUPERVISORY DUTIES - None

JOB QUALIFICATIONS

Knowledge

Must have basic knowledge of customer service principles and the water resort food and beverage outlets.

Must know standard cash-handling procedures

Must be fluent in oral and written English.

Skills

Must be able to use tact and understanding when handling a variety of customer service issues involving guests of all ages, including stressful and highly emotional situations.

Must be organized and able to pay attention to sound and sight details in a crowded and noisy situations, particularly when handling multiple tasks.

Must have the ability to perform multiple tasks at one time, must be able to follow verbal and written instructions and be able to communicate both verbally and in writing.

Abilities

Ability to lift, push, pull and carry tables, chairs, and trays 20-40 lbs

Bending – Bend to pick up dropped items as needed. Bend to assist in food service and getting supplies.

Mobility – 95% of shift covering all areas of water resort outlets

Continuous stationary standing 70%

Climbing stairs - minimal

No driving required

Education/Formal Training - None

Experience

Previous experience in similar position of 3 months or longer.

Material/Equipment Used

Operation of F&B POS system, basic restaurant equipment including but not limited to coffee machines, ice machines toasters and beverage dispensers.

Environment

Inside 95% of workday. Indoor Water Resort environment includes higher than average indoor temperatures and humidity. The noise level in the work environment is usually moderate to noisy.

- Employees are held accountable for all duties of this job. -