

Mountain Park LODGES

AMETHYST LOBSTICK MARMOT
POCAHONTAS CABINS CHATEAU JASPER

POSITION: Coffee Shop Attendant

Offering staff accommodation, benefits and incentive programs.

Hourly Rate: \$10.50

QUALIFICATIONS:

- Minimum grade 12 education with diploma.
- Minimum 18 years of age.
- Neat and clean in appearance and work habits.
- Pleasing, outgoing personality.
- Knowledge of languages a definite asset.
- Ability to accept direction.
- Solid understanding of guest service principles.
- Good knowledge of coffee service.
- Ability to assist with training of new staff.
- Ability to work within a "Team" concept.

RESPONSIBILITIES:

- Ensure a change float is available.
- Prepare coffee shop for service.
- Assist with greeting and serving guests.
- Provide a high standard of service to our guests.
- Maintain a friendly and outgoing attitude at all times.
- Take and serve drink and food orders.
- Ensure you serve items to quality standards.
- Record all orders on posting machine.
- Ensure all adopted standards are being maintained.
- Always endeavour to up-sell.
- Collect payment from guests.
- Handle guest complaints in an effective manner.
- Ensure that coffee shop is always in a clean state.
- Prepare and make deposits.
- Assist other team members with their duties.
- Perform other related duties as directed by Supervisor.

GENERAL:

- All guests want friendly and efficient service in the coffee shop. The Coffee Shop Attendant is key to this requirement. His/her actions can dictate whether or not our coffee shop facilities will be successful.