

THE JEWEL OF  THE ROCKIES

MORAINÉ LAKE

LODGE

Café Barista/Attendant

Department: Cafe

Reports to: Café Supervisor

General Description:

The **Café Barista/Attendant** is part of the **Moraine Lake Lodge Cafe** team responsible for guest and food service within the café and patio. The main duties include greeting guests, taking orders (suggestive and up-selling), making espresso coffee beverages, computer operation, cash handling, restocking and cleaning all work and guest areas.

Essential Duties and Responsibilities:

Food & Beverage

- Greet guests and contribute to a positive experience by connecting with our guests,
- Complete food and beverage orders in the Café,
- Ensure all transactions are completed in an accurate and timely manner,
- Handle, prepare and present menu items following Food Safe practices and established company guidelines,
- Operate all food and beverage equipment in a safe manner,
- Maintain sanitary conditions by following Food Safe & company guidelines,
- Present orders to guests in a professional manner, ensuring presentation reflects established guidelines,
- General cleanliness of the café,
- Replenish stock, maintain cleanliness of food venues, guest seating areas and food storage areas,
- Prepare grab and go items for the Café
- Communicate with Team Leader and Food and Beverage Supervisor regarding stock levels, and
- Follow opening, mid or closing procedures, depending on shift,
- Operate cafe POS system and perform flawless cash-out upon closing.

General Operations & Profitability

- Ensure quality guest experience by providing courteous and efficient service,
- Operation of a cash register with accuracy, as well as ensuring there is sufficient change at all times,
- Build sales through suggestive selling,
- Reconcile daily sales, completion of the opening and closing cash procedures,
- Assist in maintaining general cleanliness throughout the park,
- Be knowledgeable and promote Moraine Lake Lodge, Cathedral Mountain Lodge, Banff National Park & surrounding areas,
- Comply with established company guidelines for waste management and HACCP.

Teamwork & Other Duties

- Maintain strong communication & relationships with all Moraine Lake Lodge departments,
- Assist the dining room and other departments, as required,
- Participate and offer information in daily Café meetings and communication logs,
- Follow all procedures outlined in the emergency manual,
- Maintain strong communication & relationship with all departments,

Safety Responsibilities

- Take reasonable care to protect your own, co-workers and guests' health and safety,
- Know and follow all Capilano's health and safety policies and procedures,

- Ask for further training before taking on any task that you are unsure of or have not been trained on,
- Cooperate with the JOHS Committee and any person carrying out Occupational Health and Safety duties,
- Use protective clothing, devices and equipment provided and find out what protective equipment is required for each task,
- Ensure your ability to work without risk to your health and safety or any other person's safety is not impaired by alcohol, drugs or other causes,
- Be alert to hazards and immediately report hazards, defective equipment or concerns to your supervisor.

Core Competencies:

Communication skills: Must communicate with guests, team members and management in a courteous and professional manner.

Guest Service: Must be 100% guest service oriented. Must anticipate guests' needs and continually search for ways to increase guest satisfaction.

Work Efficiency: Must be able to work with a minimal amount of supervision, manage time efficiently and handle multiple tasks/demands.

Working with others: Works well with others in a team setting to complete tasks in a fast-paced environment

Qualifications:

- Must be 100% guest service oriented, have excellent people skills with a positive & upbeat personality, and
- Minimum one year of previous barista or cafe experience,
- "ProServe" certificate,
- Food preparations experience an asset.

Working Conditions:

- Able to work a variety of shifts including evenings, weekends and holidays, to meet the needs of the business,
- While performing the duties of this position, Team Members are required to be on their feet for extended periods of time,
- Ability to work with outside with varying weather conditions (ex. Extreme Heat, Extreme Cold, Rain, Snow),
- Occasionally required to lift and carry up to 20lbs,
- Occasionally required to lift and climb a step ladder or step stool.