



Lower Columbia CAP Job Description

JOB TITLE:	Front of House – Barista/Cashier/Server
REPORTS TO:	Restaurant Manager
CLASSIFICATION:	Hourly
SALARY RANGE:	Wage Class 2
HOURS WORKED:	Cafe Business Hours (Wednesdays - Sundays 7:00 a.m. to 3:30 p.m.) and/or as required depended upon departmental/agency needs.

This description is intended to describe the essential job functions and requirements for the performance of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

SUMMARY: Provide friendly, responsive service to create an exceptional dining experience for all of our guests. Primary objective is excellent customer service to promote repeat patrons. This café is unique in that it is a food service training kitchen. It serves as a community service kitchen in preparing all senior nutrition program meals (aka Meals on Wheels), and other contracts as acquired. The Café is part of Lower Columbia CAP.

DUTIES AND RESPONSIBILITIES:

- Welcome and greet guests. Make all our guests feel comfortable and let them know you're there to personally take care of them.
- Inform guests of specials and menu changes.
- Barista duties as ordered.
- Answer questions about our food, beverages and other restaurant functions and services.
- Take food and beverage orders from guests, enter orders in our point-of-sale system which relays orders to the kitchen.
- Accept payment, process credit card charges or make change (if applicable).
- Deliver food and beverages from kitchen to guests in a timely matter.
- Maintain clean service areas.

- Monitor and observe guests dining experience. Ensure guests are satisfied with the food and service. Respond promptly and courteously to any requests.
- Bus tables and reset.
- Be ready and willing to assist in all Front of House duties as needed.
- Thank guests for their visit and invite them to return.
- Be available to fill in as needed to ensure the smooth and efficient operation of the restaurant as directed by the restaurant manager or immediate supervisor.

MINIMUM QUALIFICATIONS: High school diploma or GED completion (minimum) with prior barista experience. Must have basic knowledge of dining room, service procedure and functions. Must have basic math skills, cash handling, and point-of-sale system experience. Available, reliable transportation, valid driver's license, proof of insurance and clean driving record. No record of criminal history. Must be responsible, reliable and willing to be a positive ambassador for the Agency.

PHYSICAL REQUIREMENTS: Ability to work effectively under pressure or stress, to safely lift, and able to stand for extended periods of time. Ability to travel throughout the service area.

LCCAC is a drug and smoke free workplace and an Equal Opportunity Employer.