

CnD Specialties, Inc.
d/b/a Eden Café, Eden Catering, Eden Grill & Wild Goose Café
Position Description

JOB TITLE: **RESTAURANT ATTENDANT: BEERTENDER AND CATERING COOK & FOOD PREP**
REPORTS TO: Restaurant and Eden Catering Manager and Asst. Managers, and Officers of Corporation

SUMMARY:

Work and communicate with Owners, Restaurant and Eden Catering Managers and Asst. Managers, and all employees to work together as a team to provide the best customer service possible. Work to achieve company goals to ensure the company's share of market and profitability from service and products offered. Follow Safe Food Handling and Beverage Operator License procedures for all food and beverage cooking and preparations.

ESSENTIAL DUTIES AND RESPONSIBILITIES includes the following:

- **Service to our customers and Satisfaction of our customers is 1st priority.**
- **Must be available on weekends.**
- Provide guests with information and pricing for products and services offered.
- Maintain a pleasant and clean environment including games, shelves, equipment, floors, chairs, restrooms and work areas.
- Machine Maintenance: Ensure gaming machines are working properly. Identify machines that need repairs and coordinate with appropriate staff for repairs/replacement.
- Customer service to include welcoming guests and resolving complaints. Maintain a safe and secure environment for guests.
- Prepare, weigh, and measure a variety of ingredients, foods, such as meats, vegetables, salads, desserts, according to customers' orders and supervisor's instructions, following approved recipes and procedures as a line/prep cook.
- Receive and store food supplies, equipment, and utensils in refrigerators, cupboards, designated containers, other storage areas to prevent spoilage.
- Work with Restaurant and Eden Catering Managers and Asst. Managers to control loss of product and control of inventory.
- Clean and sanitize work areas, equipment, utensils, dishes, or silverware.
- Take and record temperature of food and food storage areas such as refrigerators and freezers.
- Prepare and help load catering orders or transfer of products into customer vehicles or delivery trucks.
- Resolve and log all service and/or product shortages and negative related issues. Have the ability to handle complaints, settle disputes, and resolve grievances and conflicts.
- Work with Owners and all other company managers and asst. managers to market overall company's products and service.
- Advise Owners and all other company managers and asst. managers of any personnel situations or policy violations having any adverse effect on Restaurant operation.
- Report all accidents, maintenance issues, and customer incidents to Owners immediately and complete proper paperwork as required.
- Communicate career opportunities to Owners, Restaurant and Eden Catering Managers and Asst. Managers, Wait Staff Supervisor and staff.
- Knowledge of all aspects of CnD Specialties, Inc. – different businesses, products, and services available to customers.
- Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must possess (or be willing to obtain) Operator's License (to serve Fermented Malt Beverages and Intoxicating Liquors) and Food Handlers Certification for the Town of Taycheedah.

PERSONAL CHARACTERISTICS

Position requires: being able to work alone as well as with others; maintain high levels of dependability, integrity, and honesty; ability to be safety conscious and flexible (able to adapt to change); be able to work the days and hours

required – based on the demands of business and store. **MUST BE PLEASANT, OUTGOING WITH A SENSE OF HUMOR, AND HAVE A DESIRE TO SERVE OTHERS!**

EDUCATION and/or EXPERIENCE:

Currently attend High School or possess a High School Diploma or equivalent.

COMPUTER, CASH REGISTER, and OTHER EQUIPMENT SKILLS:

Possess basic computer skills for use of computer software and cash register. Have the ability to use office equipment such as calculator, copier, fax machine, credit card machines & telephone. Also must have the ability to properly set up and provide maintenance and service to all other food or beverage related equipment.

LANGUAGE SKILLS:

Must have the ability to read and interpret documents such as safety rules, operating and maintenance instructions, training and procedure manuals. Also have the ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

Must have the ability to use basic arithmetic, e.g.: doubling recipe.

REASONING ABILITY:

Must have the ability to understand and implement responsibilities as an employee the responsibilities of the organization outlined in the Employee Manual and apply instructions furnished in written, oral, or diagram form. Must be able to resolve job-related problems, set priorities for self as well as others, and keep things organized.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, physical activities will require considerable use of arms and legs and moving your whole body such as; use of hands and fingers to write, use calculators, produce and serve product; talk and hear; work in a cooler at the temperature of 30° or below for up to 35 minutes at a time; stand, walk, stretch, stoop, reach and be able to stand for a minimum of eight hours at a time; lift and stock cases of beverages and groceries up to 40 lbs.; handle multiple tasks simultaneously and manage time well; reliably get to and from work.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate.

Disclaimer: The list of Requirements, Duties, and Responsibilities is not exhaustive, but is merely the most accurate list of the current job. Management reserves the right to revise the Position Description and to require that other tasks be performed when the circumstances of the job change (for example: emergencies, changes in personnel, workload, or technology developments.