



FREDERIK MEIJER Gardens & Sculpture Park

JOB POSTING – CAFÉ SERVICE

Department: Cafe

Supervisor: Café Manager

Pay Type: Hourly, Part-time 25-29 hrs/wk, Non-Exempt **Date Posted:** March 15, 2021

Position Summary: A support position for the Balk Café. Responsible for assisting with sales, food production, floor support and customer service through use of the organization's Guiding Principles. Required to work independently as well as with effective direction and support for other staff members, volunteers, and vendors.

As Meijer Gardens grows their hospitality business, the functions of this position will be to assist in all areas of the Hospitality Department. As business grows, job functions will become more defined.

Essential Functions:

- Follow operating procedures established by Chef and Café Manager
- Open and close café dining room
- Greet guests and prepare food orders quickly and efficiently per recipes
- Maintain portion controls and quality standards
- Rotate inventory, monitor product expiration, and stock supplies
- Operate cash register and balance tills and paperwork
- Clear dining room and check on guests' experience, addressing any needs, and offering help
- Maintain Health Department Standards
- Maintain clean work areas, equipment, and dining room per established standard operating procedures.
- Create daily signage for café menu
- Assist with emailing entire staff the soups and daily special using the established format given
- Contribute to a positive team approach by supporting both front of the house service team and back of the house culinary team
- Assist Cafe Manager and Service Lead with organizational communications and update Communications Board in their absence.
- Assist Cafe Manager and Service Lead with daily station assignments and execute this task in their absence.
- Assist in training new hires using established training procedures.
- Coordinate and prepare tour group meals
- Assist with maintaining thorough communications within the department

Organizational Expectations:

- Embrace and adhere to Meijer Gardens' mission, brand statement, operating model, policies, procedures, and guiding principles with a strong emphasis on professional behavior and the treatment of others with dignity and respect.
- Embrace the fact we are a non-profit institution that serves the public and that you will work with a broad and diverse group of employees, volunteers, members, and guests.
- A flexible and collaborative culture is important. Other duties may be assigned within the department as well as across the organization.

Education and/or qualifications preferred:

- Working knowledge of food service industry with strong customer service abilities
- Culinary experience and Serv Safe Certification a plus
- Able to work a mixed schedule including weekdays, weekends, occasional nights and holidays

Working Conditions: Fast paced environment in a rapidly growing cultural organization with room for advancement. Requires high levels of social contact and physical work. Very customer service-oriented work and requires multi-tasking in a hands-on manner i.e., food production, verbal communications, and guest services. Must be able to perform physical activities such as, but not limited to, lifting heavy items (up to 50lbs unassisted) bending, walking, and standing for long periods of time.

If you are interested in working for one of West Michigan's premier cultural institutions with a highly motivated team...
send your cover letter and resume to hr@meijergardens.org or apply online at <http://www.meijergardens.org/contact/careers/>.

Frederik Meijer Gardens & Sculpture Park is an Equal Opportunity Employer.

All candidates are required to submit to our background and drug screening process.