

Job Title: Café Attendant
Reports To: Operations Manager
Supervises: None

General Purpose of Position:

The café attendant is responsible for maintaining outstanding customer service as per The Zone standards, preparing and serving café foods/drinks, processing sales quickly, accurately and efficiently, cash register operations and welcoming customers into the facility.

Tasks and Responsibilities:

- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining outstanding standards, solid product knowledge and all other aspects of customer service.
- Maintain an awareness of all promotions and advertisements.
- Accurately and efficiently ring on registers and accurately maintain all cash and media at the registers.
- Efficiently and accurately prepare café food and beverage orders.
- Communicate customer requests to management.
- Maintain orderly appearance of front desk and café areas and supplies stocked.
- Any other tasks as assigned from time to time by any manager.

Skills and Competencies:

- Ability to process information/merchandise through register system
- Ability to communicate with associates and customers
- Ability to read, count, and write to accurately complete all documentation
- Ability to operate all equipment necessary to perform the job

Requirements:

- Ability to work varied hours/days, including nights, weekends, and holidays, as needed
- Obtain a food handlers license