Cafe Supervisor – Part-time DESCRIPTION

Reporting to the Food and Beverage Manager. Support fellow cafe cast members in their roles. Plays an important role in actively managing the Café operation and creating a memorable experience for guests through proactive friendly transactions and anticipating their needs. All Café cast are required to adhere to all Newport Aquarium policies and procedures.

RESPONSIBILITIES

- Participates in the basic functions of the Café department including, guest transactions, preparing food, and cleaning the lobby.
- Follows cash controls and procedures.
- Actively demonstrates an understanding of Newport Aquarium guest service standards and portrays those in interactions with guests.
- Attend all Aquarium training programs and demonstrate an ongoing understanding of exhibits, programs, visitor information and policies/procedures. Master all required responsibilities of the position.
- Work as a member of a team; within the Cafe department and the rest of the Aquarium staff. Effectively communicate to the rest of the team information that is relevant to the experience.
- Contribute to a work environment that is satisfying, enjoyable and energetic.
- Perform other related duties or projects as assigned by the Cafe management team.
- Provides coaching to cast members in an attempt to help them improve their performance.
- Conducts bi-monthly evaluations on Café cast members.
- Conducts daily audits on the appearance and operation of the Café and cast members.
- Opens and closes Café, including counting drawers, maintaining keys, etc.

KNOWLEDGE AND ABILITIES REQUIRED

- High school diploma or equivalent and previous guest service or attraction experience preferred
- Friendly, outgoing and proactive approach
- Ability to learn and perform all job functions
- Ability to work as a member of a team
- Ability to work a variety of shifts including weekends, evenings and holidays
- Good communication skills a must
- Must be willing to get dirty
- Must be able to lift 25 pounds