Cafe – Part-time

DESCRIPTION

Reporting to the Cafe Manager. Support fellow cafe cast members in their roles. Plays an important role in 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

1. Participates in the basic functions of the Café department including, guest transactions, preparing food, and cleaning the lobby.
2. Follows cash controls and procedures.
3. Actively demonstrates an understanding of Newport Aquarium guest service standards and portrays those in interactions with guests.
4. 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.
5. 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.
6. Contribute to a work environment that is satisfying, enjoyable and energetic.
7. Perform other related duties or projects as assigned by the Cafe management team.

KNOWLEDGE AND ABILITIES REQUIRED

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