



Cafe Staff Job Description:

Responsible to: Cafe Manager

Duration: April- October

Salary: \$10.00/ hour

Main Objective: To ensure all guests at Farmyard Cafe at Ardenwood Historic Farm are catered to effectively and professionally, receiving excellent customer service. To ensure exemplary standards of food hygiene and presentation are demonstrated at all times. Adhere to instructions issued by the Cafe Manager or Supervisor at all times. Ensure all eating areas and back of house are kept clean and tidy at all times and are compliant with the area standards and protocols.

Requirements: Must be 18 years or older to serve alcohol. Must obtain a Food Handler Certificate prior to the first day of work and complete all onboarding documents including Code of Conduct agreement and a completed I-9. If employees are still in high school, a work permit must be obtained.

Duties and Responsibilities:

- To prepare and serve food and drink, in accordance with the health and hygiene regulations to meet the daily needs of the customers and staff.
- Duties will involve food service, customer service, cleaning tables, dishwasher operation, dishes, garbage collection and take out. To maintain the kitchens, bins, dining areas, floor areas, tables and all other catering related areas, to the highest standard of cleanliness.
- To report to the Cafe Manager/Cafe Supervisor any matters of concern, which affects the day-to-day operations of the department.
- To communicate efficiently and effectively in a friendly and

- positive manner with visitors and other members of staff and management to create a pleasant atmosphere at all times.
- Prep food
 - Refill stations
 - Become familiar and well versed on the register.
 - To ensure a clean and tidy appearance whilst representing the farm at work. Making sure that make-up and jewelry are kept to a discrete minimum and that long hair is tied back in accordance with **SFBB** book.
 - To undertake staff training which, from time to time, may be determined.
 - To promote services and events at Ardenwood Historic Farm whenever appropriate.
 - To treat every guest as a friend, greet with a smile and go beyond the call of duty graciously.

Candidate:

- Able to work under pressure.
- Excellent interpersonal and customer service skills.
- Must be a team player with the ability to multi-task.
- Ability to communicate effectively at all levels.
- Must be flexible and able to work during our peak times including weekends.

Uniforms:

- Pants with no holes (not baggy, not too tight, ankles covered), **comfortable** closed toed shoes.
- Neutral colored shirt
- Apron will be provided by Palmdale Estates Events
- Hair tied back

Expectations:

- **Palmdale Estates Events** holds their staff and everyone who

represents Ardenwood and the Concessionaire to high standards.

- All staff is expected to arrive to their scheduled shifts in a punctual manner (on time), attire pressed (not wrinkled), well groomed, and ready to work diligently and with integrity.
- All guests , fellow staff, and managers shall be treated with respect and kindness at all times.