

Job Description – Café Attendant

Job title	<i>Café Attendant</i>
Location	<i>Cassiar Highway 37N, 249km, Northern BC</i>
Reports to	<i>Lodge Manager</i>
Updated	<i>September 2024</i>

Job Summary

The Café Attendant reports to the Lodge Manager and deals with the general public, all in-house guests and staff. In the mornings, the Café Attendant act as barista for the breakfast service otherwise takes care of all operations of the gas station and coffee shop. The main responsibilities are to be barista, taking food orders, managing stocks of café items, selling retail items, off-sales liquor and fuel. This is a key guest service role that requires dealing with challenges in a friendly and professional manner.

Essential Duties and responsibilities

- Excellent guest service, ensuring a congenial atmosphere.
- Serving guests in café and recording all cash or charge transactions accurately.
- Follow designated café operating procedures and complete assigned duties within each shift.
- Good telephone manner.
- Strong administrative skills and an ability to operate a Point of Sale System. Tracking of inventory on shelves and compiling weekly orders.
- Maintains organization and cleanliness of Café inside and out, including fuel pumps.
- Stocking beverage cooler and confectionery shelves throughout the day as required, while ensuring stock rotation.
- Stocking and folding of gift shop items, keeping track of inventory, storing new stock appropriately and securely.
- Ensure inventory is counted and recorded accurately, as set out in the café operating procedures.
- Maintain positive communication with Lodge Management and co-workers, encourage team work.
- Maintain a professional, well groomed and presentable appearance.
- Carry a radio at all time while working. You will be responsible for this radio from start to finish of your shift and will be responsible for the cost if lost or broken.
- Familiarize yourself with the Last Frontier Heliskiing Rescue Plan.
- Have general knowledge of current lodge information; skiing conditions; weather; the Lodge, etc.

- Perform cash out procedures as per company policies.
- Do correct and thorough handovers.
- All other duties assigned by the Lodge Management.

Core Competencies

- A command of English language verbal and written.
- Ability to communicate effectively with guests, lodge management, and co-workers.
- Basic understanding of Microsoft Office and Microsoft Access.
- Ability to think clearly and make quick decisions.
- A professional manner, calm and work accurately under pressure.
- Flexibility and a positive attitude.
- Patience with guests, remembering that the customer is always right.
- Must have problem solving abilities, be self-motivated and organized.
- Ability to balance work & social life, and not report for duty in an inebriated state.
- Multiple languages are an asset.
- Passion for the outdoors is an asset.

Qualifications

- Relevant Retail experience.
- Basic administration skills.
- Basic understanding of POS systems
- Barista skills mandatory
- Computer skills, Microsoft Office.

Working conditions

Lodging and all meals are supplied while working. Transport is provided from Smithers/Terrace to the lodge. Subsidized accommodation in Smithers available for the week off.

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED AND/OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THIS JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THIS JOB AS LISTED ABOVE.

Employee Signature:	
Date Signed:	
Supervisor Signature:	
Date Signed:	