

# **Toledo Museum of Art**

## **Job Descriptions**

**JOB TITLE:** Café Associate

**AREA OF EXPERTISE:** Culinary and Event Services

### **SUMMARY**

Ensure that the food service operation enhances the quality of the Museum's visitor experience by assisting the Café Manager and Café Assistant Manager in taking responsibility for preparing and serving food from the Café menu according to established standards and recipes. Provide efficient and friendly customer service, maintain a clean environment and a consistently professional appearance and approach to overall food service operations..

### **ESSENTIAL DUTIES**

#### Primary Tasks

- Preparing all menu items according to the published standards and procedures, including using grill to cook certain menu items
- Bussing and wiping down dining room tables and chairs
- Sweeping floors in dining room, kitchen, and service areas
- Pre-portioning food for use in menu item preparation
- Washing dishware and organizing dish room
- Operating cash register and transacting customer sales
- Checking in and stocking orders

#### Guarantee a quality experience

- By completing all pre-opening preparations per the checklists provided
- By monitoring product and product ingredients for consistent quality
- By adhering to guidelines provided of food preparation and customer service
- By performing food preparation, cashiering, and cleaning duties as directed by café management
- By executing food preparation and presentation consistently and at the highest standards
- By ensuring the cleanliness of the dining room at all times

#### Facilitate efficient and friendly customer service

- By preparing food for both café operations and internal catering according to standards
- By arriving for work in uniform
- By greeting customers in a pleasant and professional manner

#### Maintain a consistently professional operation

- By adhering to all policies including uniform and menu policies
- By maintaining sanitation standards
- By maintaining an orderly work space
- By notifying the Café Manager or Assistant Café Manager of supplies inventory deficiencies, receiving shipments and rotating stock
- By monitoring product freshness and notifying Café Management of out of date product
- By maintaining a pleasant disposition at all times

Support the Museum's Guiding Principles by modeling behavior described in the Museum's Values Statement.

**REPORTS TO: Café Manager**

### **SUPERVISORY RESPONSIBILITIES:**

May be required to instruct new Associates on menu item preparation, customer service standards, and sanitation "best practices.

### **EDUCATION and/or EXPERIENCE**

High school diploma or equivalent with a minimum of six months' experience in a food service operation.

## **LANGUAGE SKILLS**

Ability to read, write, and respond to questions from customers and the general public.

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide. Ability to understand basic measurements such as cups, ounces, and tablespoons.

## **REASONING ABILITY**

Ability to solve practical problems. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **COMPUTER SKILLS**

To perform this job successfully, an individual needs a basic knowledge of a computerized cash register.

## **CERTIFICATES, LICENSES and/or REGISTRATIONS REQUIRED**

'Safe Serve' training/certification desirable

## **OTHER QUALIFICATIONS**

None

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

## **VISION REQUIREMENTS:**

Specific vision abilities required by this job include close vision.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly exposed to extreme heat. The employee is occasionally exposed to outside weather conditions.

## **NOISE LEVEL**

The noise level when performing the duties of this position is usually loud. Most of the food operation is done in the presence of compressors, overhead fans, oven fans and general white noise, requiring conversation levels to be increased to be heard over the noise.

## **ADDITIONAL INFORMATION**

In the food industry, one has to be able to be prepared to handle immediate changes in plans due to customers demands and needs, availability of products and the unforeseen problems that could arise. Pre-planning is critical and vital to making sure that all bases are covered.