



Position Title: Guest Services Associate

Job Opportunity: Seasonal

The Well Dressed Food Company will be operating the Café and foodservice operation for The Adirondack Museum in Blue Mountain Lake, NY for the 2017 season which runs from April 2017 through October 2017. We are seeking 12-15 individuals who are outgoing, highly motivated individuals who love food to join our team.

Specifically, we are seeking individuals to work in our foodservice operation at The Adirondack Museum during the 2017 season. - preparing meals, sandwiches & salads, selling our market items, stocking & maintaining our market shelves and most importantly creating a great customer experience.

In addition to very competitive wages, other benefits include being part of an amazing team, working in one of the best communities in the North Country and getting to share your passion with our customers. Management positions can incorporate on-campus housing as a part of the compensation package. We offer a 20% discount on our products and a free meal during your shift. It's also an experience that will look great on your resume.

Well Dressed Food is an equal employment opportunity organization and welcomes all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law.

Job Summary:

The Guest Services Associate is responsible for serving all products with friendly, individualized attention towards each customer. The Guest Services Associate fulfills any other duties the store manager, assistant manager or shift supervisor assigns and represents The Cafe in a professional manner.

Product:

Maintains the highest quality, consistent product standards.
Follows all Company recipes and procedures.
Develops an understanding of menu offerings.

Service:

- Greets all customers with fast, friendly, personalized service and develops a rapport with customers by learning their names, favorite drinks and food items.
- Verbally receives and calls back customer orders in a friendly manner.

THE WELL DRESSED FOOD COMPANY
fine foods & provisions

87 Park Street ☞ Tupper Lake, NY 12986 ☞ 518-359-5280 ☞ welldressedfood.com



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- Reports all customer complaints to manager on duty.
- Responds proactively to prevent customer service situations.
- Accurately rings sales orders into cash register and counts back change to customers in a courteous and friendly manner.
- Answers telephone in a courteous and friendly manner including, but not limited to, giving store greeting, directions to store location, and receiving and filling customer orders.
- Answers customer questions regarding coffee blends, preparation, and product freshness.
- Weighs, grinds and packs coffee per customers' orders according to Company guidelines.
- Sells and serves baked goods and miscellaneous food items to customers.
- Maintains efficient, friendly service.

Environment:

- Restocks shelves when necessary.
- Routinely cleans the bar area, floor, windows and grinders, and takes out trash, etc.
- Assists in the distribution of weekly shipments.
- Reports potential safety hazards to the manager on duty.
- Reports all employee accidents to the manager on duty.
- Informs the manager on duty of any operational inconsistencies.

Requirements, Qualifications & Physical Demands:

- Entry level position.
- Runs errands, when needed, to pick up supplies and/or product.
- May work special events, as needed.
- Maintains positive Company morale and professional attitude.
- Must be able to work overtime, as needed.
- Excellent verbal and written skills.
- Well-organized and detail-oriented.
- Regularly required to stand, walk, talk and hear.
- Frequently required to use hand to finger motions, handle or feel objects, reach with hands and arms.
- Regularly required to lift and/or move items up to 30 pounds.
- Must be able to adjust vision to both day and night lighting, and be able to focus on distant and close-range projects.
- Regularly required to handle food and hot beverages.

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