

Job Description: Culinary Server
Department: Food and Beverage
Reports to: Front of the House Manager
FLSA Status: Non-Exempt



Position Summary: The Culinary Server is responsible for taking orders, cashiering, preparing and serving ordered items for customers with friendly, individualized attention; using a skilled hand and a passion for perfection all products are served to customers in a tasty and visually appealing manner. The Culinary Server works to clean and maintain the Café or Canteen by practicing good safety, sanitation and organization skills. The Culinary Server works as part of a team in a dynamic and intense environment. In addition to maintaining our vision by adhering to our values and management principles, this position must provide the highest level of service to our guests.

Principal Duties and Responsibilities

- Greets all customers with fast, friendly, personalized service and develops a rapport with customers by learning their names, favorite drinks and food items
- Sells and serves coffee and beverages, baked goods, lunch menu items and miscellaneous food and retail items to customers
- Assemble sandwiches, salad, and soups to customer orders; plating food in visually pleasing manner according to quality standards
- Responds proactively to prevent customer service situations; reports all customer complaints to manager on duty
- 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 by not limited to giving store greeting, directions to location, and receiving and filling customer orders
- Rotates stock in containers to maintain freshness; restock shelves and containers as necessary
- Routinely cleans the bar area, floor, windows and grinders, and takes out trash, etc.
- Reports 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
- Makes lists of items to be ordered and assists in keeping the Café or Canteen organized
- Complies with special food handling requirements for certain dishes such as vegan or gluten-free
- Assists in cleaning the Cafe or Canteen before closing for the night, maintaining to specified standards, passing Health Department audits, and training staff on proper sanitation guidelines
- Ensure compliance with inventory procedures; inform Chef as stock runs low
- Know the menu thoroughly and have the ability to make each item on the menu
- Avoid cross contamination, improper food handling and/or storage practices, etc., through proper training and supervision
- Step in for other staff as needed in urgent circumstances
- Attend staff meetings as needed
- Other duties as assigned by supervisor or other management

Minimum Qualifications

1. High School Diploma or GED equivalent
2. 1-2 years' experience in food prep and food service
3. Food Service Card issued by the State of Washington
4. Cashiering, cash handling experience with the ability to balance and close a till
5. Professional appearance and manner, good character to work on a fast-paced team
6. Positive, honest and energetic work ethic
7. Able to grasp, lift and/or carry up to 30 lbs. as needed
8. Regularly required to stand, walk, talk and hear for almost all of scheduled shift
9. Frequent required use of hand to finger motions, handle or feel objects, reach with hands and arms
10. Regularly required to handle food and hot beverages
11. Able to withstand changes in temperature, occasional smoke, steam and heat and work in a confined area
12. Must possess hearing, visual and sensory abilities to observe and detect emergency situations; also to distinguish product, taste texture, temperature and presentation and preparation

Knowledge, Skills, and Abilities

1. Serve Safe Certified
2. MAST certified recommended or able to attain within 2 weeks of employment
3. Pays attention to small details, excellent reading comprehension and able to follow instructions correctly
4. Ability to work special events, as needed
5. Strong communication and organizational, time management and multi-tasking skills
6. Willing and able to work evenings, weekends and holidays
7. Can work on own as well as part of a team
8. Passion for good food, local ingredients and quality customer experiences.
9. Can work well under pressure in a fast-paced, high stress environment
10. Clear understanding of weights and measures and has good math skills
11. Demonstrates the ability to handle criticism well and learn from mistakes

Key Competencies:

Key competencies include manages times well, communication, produce large quantities of food and beverages fast and efficiently, attention to detail, honesty, reliability, adaptability, and efficiency. Adhering to our Core Values includes being guest-centric, teamwork, respect, pro-active, accountable, learning and sustainable.

EEO Statement

The Fort Worden Public Development Authority is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation or presence of a disability. Pursuant to the Americans with Disabilities Act, the Fort Worden PDA will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

Fort Worden Public Development Authority is a Charter of the City of Port Townsend acting as a public corporation. Our mission is to be financially self-sustaining, and to infuse the Fort with the beauty and energy that allows it to reach its potential as a gathering place for individuals, families.