



Fort Worden Hospitality

210 Battery Way  
Port Townsend, WA 98368  
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## **JOB ANNOUNCEMENT: GUARDHOUSE FRONT OF HOUSE LEAD**

**Full-time, 30-40 hours per week, FLSA Non-Exempt**

**Starting Salary Range: \$20-24 per hour plus tips and benefits**

**Reports to Guardhouse Manager**

OUR MISSION: Fort Worden Hospitality welcomes visitors to a treasured state asset – Fort Worden State Park and Lifelong Learning Center. We connect people to the park's resources: the lifelong learning center campus, the cultural, educational, artistic, environmental, and recreational programs offered by the park's partner organizations; the trails, beaches, and historic batteries. We also provide hospitality packages; meeting and events spaces; food service; and lifelong learning programming.

### **Fort Worden's Service Philosophy**

- **Cultivate a community** for anyone to feel welcome at Fort Worden.
- **Attention to detail** in every task.
- **Model of integrity** in policy and practice.
- **Proactively work to ensure guests and employees want to return.**

### **POSITION SUMMARY**

The Guardhouse Front of House Lead oversees the team working in the outlet, providing support for the operation to ensure profitability and an enjoyable dining and working experience for all who come through the doors. In partnership with other leaders on the team, this position is responsible for maintaining an immaculate environment in all common spaces and facilitating an environment in which staff can thrive, ultimately resulting in happy guests who feel welcome and excited to return through diligent culture keeping and staff training.

### **PRIMARY DUTIES & RESPONSIBILITIES**

- Collaborate on beverage and food menu to ensure a positive guest experience that meets the needs of the customers and revenue goals
- Lead staff in training and understanding the menu offerings and service expectations
- Welcome guests, take orders, answer phones
- Maintain balanced registers, follow all cash handling procedures
- Stay guest focused and nurture an excellent guest experience by constantly assessing guest needs/preferences and making recommendations
- Comply with all food and beverage health and safety regulations
- Maintain and control inventory procedures and submit accurate, timely orders as needed
- Help control costs with proper production execution and waste management
- Assess need for and report equipment or environment repairs to manager and/or maintenance
- Train new staff, maintain high expectations for existing staff through retraining as needed
- Report incidents promptly and accurately
- Schedule, facilitate and attend staff meetings as needed
- Other duties as assigned by supervisor or other management

### **KEY COMPETENCIES**

Key competencies include compassionate listening and communication; finding joy in helping people; approaching conflict with curiosity; crafting shared agreements; thriving in a team-oriented environment; being comfortable speaking in groups; practicing service-driven leadership; approaching problem-solving creatively; integrity, honesty, and adaptability.

- Planning and organizing
- Attention to detail
- Problem solving
- Communications
- Integrity

#### QUALIFICATIONS

- 2-3 years front of house experience required
- At least one year of leadership experience preferred
- Food Protection Manager Certificate (FWH will provide training as needed)
- WA State MAST Alcohol Server Permit
- Professional appearance and manner, able to work cooperatively on a diverse team
- Positive, honest and energetic work ethic
- Able to grasp, lift or carry up to 50 lbs. as needed
- Finger/hand dexterity to operate various tools and equipment, legible handwriting
- Able to withstand changes in temperature, occasional smoke, steam/heat, and work in a confined area
- Hearing, visual and sensory ability to observe and detect emergency situations; and to distinguish product, taste, texture, temperature, presentation and preparation

#### KNOWLEDGE, SKILLS & ABILITIES

- Attention and care for the details, with proactive responses to problem solving
- Excellent reading comprehension and ability to follow instructions accurately
- Strongly skilled in communication, organization, time management and multi-tasking
- Willing and able to work evenings, weekends and holidays; and step in to support other team members as needed
- Able to work independently and as part of a team. Open to the needs of others and being a positive contributor to the conversation
- Passion for good food, local ingredients and quality customer service
- Works well under pressure in a fast paced, high energy environment
- Demonstrates the ability to receive constructive feedback and learn from mistakes
- Reliable transportation to and from work
- Adherence to our Company Values of Community, Passion, Integrity, Environmental Stewardship and Culture of Learning
- Effective and professional oral and written communication skills
- Able to establish and maintain healthy working relationships with people in the course of work

#### BENEFITS

Employee Benefits include vacation time, paid time off, sick leave, discounts in restaurants, night stays and continuing education and training. Full time employees are eligible for insurance benefits including health, dental, vision and EAP.

#### EEO STATEMENT

Fort Worden Hospitality 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, Fort Worden Hospitality will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.