

Wisconsin Historical Society
Position Description

Title: Food Service Assistant 1

Working Title: Food and Beverage: Cashier/Server

LTE - 84801

Summary

Under the direction of Old World Wisconsin's Food & Beverage Manager and the supervision of the Asst. Director, Operations, this individual greets guests, takes orders, takes payment at POS station, delivers orders to tables, maintains the cleanliness of serving and sales counters, displays and dining areas and performs the following detailed duties and responsibilities:

Duties

60% A. Operate a food service sales station, serve food

A1. Greet and welcome all guests.

A2. Provide friendly sales assistance at food service sales stations and dining areas, while operating the food service POS system.

A3. Ensure all guests are properly charged. Accept payment and give change; completing cash, check and bankcard transactions according to established procedure. Account for all revenue collected during the day. Account for overages or shortages in the receipts for the day, documenting discrepancies.

A4. Maintain sufficient change in change drawer, and keep register and credit card tape on hand to ensure smooth food service operations throughout the day.

A5. Present menus and provide accurate information about menu items.

A6. Serve food and beverages located at sales stations including ice cream, bottled beverages and baked goods. Assist in serving kitchen prepared or grilled food to guests.

A7. Assist cooks in assembling packaged meals while observing all sanitation and safety standards.

A8. Assist in banquet operations, including transporting and serving banquet food, setting and clearing tables, restocking beverage containers and waiting on tables.

A9. Assist in the regular set up and tear down of tables, chairs, and other equipment to prepare event locations for operation and public use.

A10. Answer telephone inquiries.

30% B. Maintain sanitation, cleanliness and appearance of dining areas.

B1. Maintain the cleanliness of all dining, serving, display and sales areas, indoors and outdoors, throughout the day; including tables, floors, chairs, counters, windows and other surfaces in all food service facilities.

B2. Learn and work in compliance with food safety and covid-19 sanitation standards. Wear attraction approved uniform cap or hairnet whenever serving food. Use approved disposable gloves whenever touching any foods. Wash hands for 20s using water as hot as you can stand with soap before donning gloves and again after removing them. Change gloves whenever you change tasks. Avoid touching your eyes or mouth.

B3. Clean, stock and maintain food, condiment, tableware and beverage displays.

B4. Clear and clean tables after guests have finished dining.

B5. Assist in maintaining the cleanliness of kitchen, food prep, and storage areas.

B6. Maintain personal appearance according to attraction standards and wear a clean, laundered attraction approved uniform each day.

10% C. Provide museum, event and food service information to museum guests

C1. Be well versed in programs and daily events and be able to relay the information to guests in a clear and helpful manner.

C2. Be knowledgeable of safety and emergency procedures including reporting procedures, locations of first aid supplies, storm shelter areas and emergency communication procedures.

C3. Facilitate contact between event sales team and potential clients

C4. Notify the Food & Beverage Manager or Food Service Lead immediately if a guest has a complaint.

C5. Other duties as assigned by lead, manager or supervisor.

Knowledge, Skills, and Abilities

- Excellent communication and interpersonal skills and enthusiasm for providing great guest experiences. Customer service experience preferred.
- Ability to work as a member of a team with all food service members.
- Ability to work with a minimum of guidance and supervision
- Ability to do basic mathematical computations, handle money, and operate a point-of-sale system
- Must be 16 years of age.
- Must be available to work days, evenings, weekends and special events.
- Must be able to work both indoors and outdoors in air conditioned and non-air conditioned spaces and in hot or cold weather.
- Be able to safely lift and easily maneuver trays of food
- Be able to stand for extended periods of time and to climb up and down stairs carrying 20 lbs.

Important Information

A criminal background check will be conducted prior to an offer of employment to determine if the circumstances of any conviction may be related to the job.

The Immigration Reform and Control Act of 1986 requires employers to hire only individuals who are eligible to work in the United States. Upon reporting for work, an individual will be expected to present proper evidence establishing employability.

Position Status/Benefits

Seasonal position April through December. Schedule may include weekdays, weekends and evenings. The wage for this position starts at \$12/hour. Limited Term Employment position. State residency required.

Contact

Please send a short cover letter and completed WHS Application for Employment to:

Nick Katona, Executive Chef/Food & Beverage Manager

Old World Wisconsin

W372 S9727 State Rd. 67

Eagle, WI 53119

Office: 262-594-6319

Fax: 262-594-6342

email: nick.katona@wisconsinhistory.org

The Wisconsin Historical Society is an equal opportunity employer.