

POSITION DESCRIPTION

JOB TITLE: Barista (Part-Time)

DEPARTMENT: Banquets

REPORTS TO: Banquet Manager; Assistant Banquet Manager; and
Café Granada Supervisor

ESSENTIAL PURPOSE: To serve food and beverages as ordered by guests of the Rancho Bernardo Inn.

ESSENTIAL DUTIES:

- i To understand and respond to all guest needs and requests in a timely and professional manner.
- i To greet all guests in a professional and sincere manner.
- i To set-up and replenish Café, food, and stations.
- i To keep Café clean at all times by sweeping and wiping down tables and restocking as needed.
- i To provide prompt, efficient, and gracious customer service to all guests, including handling cash transactions, serving food and beverage during store hours, and assisting to bus tables as service requires.
- i To assist, as directed, with replenishing pastries inside the counter, wiping and cleaning all equipment, filling sugar, salt and pepper, and restocking beverages in the refrigerator for the following day.
- i To follow all specified procedures to correctly handle all cash and credit transactions.
- i To satisfactorily perform all side duties as directed.
- i To follow all policies and procedures of JC Resorts LLC.
- i To immediately report all suspicious occurrences and hazardous conditions.
- i To maintain the cleanliness and safety of work areas at all times.

- i To practice safe work habits at all times, to avoid injury to self and others.
- i To comply with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment.
- i To attend all mandatory meetings as directed.
- i To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: High school diploma or equivalent required. English fluency required. Some knowledge of banquet procedure and proper lifting techniques. May be required to have a valid California driver's license and show proof of personal automobile insurance coverage. Hotel experience preferred. Some cash handling experience preferred.

SKILLS AND APTITUDES: Detail oriented. Organized and efficient. Learns quickly. Safety-minded. High quality standards for production and service. Diplomatic and calm. Strong verbal communications skills. Courteous, friendly, and professional manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

WORKING CONDITIONS: Works indoors throughout shift in temperature controlled, clean and well-lighted Café environment. Makes occasional trips to back storage area where air may be warm, moist and odorous. Works on tile flooring.

PHYSICAL DEMANDS: Stands/walks moderate distances throughout shift. Constantly required to handle and move objects weighing up to 50 lbs. over short to moderate distances. Must be able to work under pressure.

IMPACT OF DECISION: Decisions directly impact customer service and the public image of the hotel. Poor decisions may result in customer dissatisfaction and loss of revenues, due to unprofessional manner, incorrect cash handling procedures, unsafe work habits, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Part-Time and, upon completion of the Introductory Period, the employee is eligible for certain benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

NON-EXEMPT POSITION: Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on

the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered “at will.” This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature
Date: _____

Supervisor signature
Date: _____