

GRILL ROOM ATTENDENT:

Job Summary Serves food and beverage products to members and guests visiting the Grill Room, creating a great customer experience.

Essential Duties and Responsibilities include the following:

- Greets members and guests and responds to all questions and concerns and offering assistance when needed
- Assists members and guests in food and beverage selection by describing special offerings or menu changes, answering food preparation questions, recording member/guest selections and upselling where possible, relaying orders to kitchen or preparing food directly, identifying any special requests and keying orders into register
- Delivers completed orders to customers providing appropriate accompaniments or garnishes, ensuring that all orders meet proper presentation and quality standards, packaging take-out orders as needed, dispensing or preparing beverages including alcoholic beverages (following proper procedures)
- Calculates bills and collects payment from guests or tickets from members
- Provides members and guests with efficient food service by maintaining attractively merchandised display foods, clean tables, counters, dishes, chairs, floors and equipment, sufficient levels of inventory in storage rooms and refrigerators, proper temperatures in refrigerators and coolers, proper safety, sanitation and food handling standards
- Maintains an efficiently run Grill Room by managing cash drawer (verifying the balance, counting the money and recording the amount and balances at the end of each day), informing management supply shortages and customer requests/comments, monitoring daily play on the course or upcoming events which might affect snack bar operations
- Follows closing procedures (turning off and cleaning appropriate service machines, retrieving condiments, utensils and paper products, storing perishables, preparing the order sheet for the following day and locking snack bar area)
- Adheres to company policies and procedures regarding attendance, timekeeping, dress code and safety

Minimum Qualifications and Skill Requirements

- **High school diploma or equivalent experience preferred**
- Professional appearance & personal hygiene required
- Must be of legal age to sell and serve alcoholic beverages, applicable state card or certificate must be provided if required by state law
- Experience in a fast-paced, customer service-oriented environment, preferably in golf/hospitality/service industry
- Experience handling cash and credit card transactions
- Effective communication skills (written and oral), strong interpersonal and customer service skills
- Must be able to work a flexible schedule (Holidays & Weekends required), perform multiple tasks and prioritize efficiently
- Knowledge of applicable liquor laws, procedures and policies, ability to determine signs of intoxication
- Previous Food & Beverage experience preferred
- Knowledge of proper food preparation, storage and sanitation requirements
- Knowledge of inventory control and theft prevention processes
- **Ability to operate: calculator, cash register and/or point of sale system, hot dog machine, coffee and soda dispensers, deep fryer, meat slicer, broiler, barbecue grill or flat top grill**
- Basic math skills

Physical Requirements and Working Conditions

- *The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*
- **While performing the duties of this job, the employee is required to sit, stand, walk, hear, talk, read, balance, use hands, use fingers, reach stoop, kneel, crouch or crawl, taste, smell, push or pull and shall have the ability to lift or move up to 30 pounds. Specific vision abilities required for this position include close vision, distance vision, peripheral vision, color vision and the ability to adjust focus.**
- While performing the duties of this job, the employee is exposed to wet and/or humid conditions, outside weather conditions, moving mechanical parts, toxic or caustic chemicals, fumes or airborne particles, risk of electrical shock and sharp objects. The noise level in the work environment is usually moderate.
- Job Type: Part-time seasonal
- *This information is designed to present the key duties and requirements necessary to achieve the job's results. It is not intended to be a comprehensive list of all duties, responsibilities, and qualifications. Management reserves the right to change, rescind, add, or delete the functions of this position at any time.*