



Cafeteria Cashier

REPORTS TO: Cafeteria Team Leader, Chalet Manager

PURPOSE OF THE JOB

The Cafeteria Cashier is typically one of the guest's first interactions with Mount St. Louis Moonstone Ski Resort, so we need to make sure it is consistently a positive one. Each guest that walks into Mount St. Louis Moonstone Ski Resort will be welcomed and acknowledged with positive customer service. A Cafeteria Cashier is responsible for ensuring the guest is provided with the highest level of service and that our standards are met and maintained at all times. With a combination of a passion for the job and the right communication with other departments, a Cafeteria Cashier has the ability and empowerment to make the guest's experience more than memorable. A Cafeteria Cashier must have a positive and professional upbeat personality with a desire to deliver outstanding customer service to our guests.

DUTIES & RESPONSIBILITIES

- Handling of Debit, Credit and cash purchases ensuring it balances correctly at the end of shift
- Responsible for reconciliation of the daily sales
- Always greet guests in a friendly and professional manner
- Engage each guest as a unique individual and listen attentively to their requests
- Listen to guest's complaints or concerns and resolve their issues in a timely and professional manner
- Responsible for the cleanliness of your assigned area
- Help out in other areas when required (i.e. serve, prep food, wash dishes)
- May be ask to sell locker keys and help in Rentals
- Sell beer and wine when bar is closed.
- Prepare condiment tables
- Create a positive and inviting atmosphere for guests
- Learn and adhere to all fire and emergency procedures
- Knowledge of the Violence and Harassment Policy & Procedures
- Read and understand all Resort Policies and Procedures
- Other duties as assigned by the Cafeteria Team Leader

Cafeteria Cashier

SKILLS & EDUCATIONAL REQUIREMENTS

- Experience with Cash, Debit and Credit processing skills
- 18 year of age and have Smart Serve certificate
- Good computer skills including Microsoft Word, Excel, Outlook, Microsoft Access, CRCSS (Norsoft)
- Knowledge of pricing and keeping up with any changes from season to season
- Possess effective communication and problem solving skills
- Experience working with people of all ages
- Able to work cooperatively with a number of departments
- Read & write English and able to differentiate between colours

PHYSICAL & TIME REQUIREMENTS

- Day Shift Hours
- Afternoon Shift Hours
- Being flexible with departmental schedule
- Being punctual and professional with assigned duties
- Follow lunch, washroom and break procedures as directed

- Ability to remain stationary for long periods of time
- Stability to walk on uneven surfaces and icy conditions
- Communicate, converse with and exchange accurate information with guests and fellow employees in a polite and professional manner

Employee Signature

Date

Robert Huter
Robert Huter, General Manager