



Position Title: Coffee Shop Attendant

Reports To: Coffee Shop Captain & Coffee Shop/Room Service/Mini Bar Supervisor

Scope of Position: To create an accurate and memorable experience by providing 5 Diamond service in our unique café.

Responsibilities:

- ❖ Provide professional, courteous service to our guests in the Coffee Shop.
- ❖ To be knowledgeable about the Hotel's facilities and the surrounding area of Banff National Park.
- ❖ Have a complete knowledge of our Drink Standards of preparation, as well as the Pastries.
- ❖ Provide our guests with help concerning the Retail Section of the Cafe.
- ❖ Ensure store is full of food item and retail item at all time
- ❖ Ensure store is always clean and organized
- ❖ Ensure different payment methods and keep own float with right amount at all the time
- ❖ Follow H&S rules set by the Rimrock Resort Hotel

Key Working Relationships:

Customers: Daily Basis

Room Service Department: Daily Basis

Kitchen: Daily Basis

Other F&B out let: Daily basis

Front Office Department: Daily Basis

Cash Office: Daily Basis

Shipping & Receiving Department: Daily to Weekly Basis

Problem Solving (technical):

Brew Coffee: Daily Basis

Make Espresso Drinks: Daily Basis

Handle Cash Float: Daily Basis

Handle Micros: Daily Basis

Handle Debit Machine: Daily Basis

Problem Solving (interpersonal):

Dealing with guest complaints: Daily Basis

Dealing with special guest requests: Daily Basis

Remember returning guests in order to provide personalised service: Daily Basis.

Call Room Service in order to keep stock up to par: Daily Basis.
Pass important information on to following shifts: Daily basis

Decision Making: (final approval)

No final approval.

Financial & Measurement Data:

- ❖ Handle Cash Float and make it balance with report every shift.
- ❖ Respond to guest inquiries as they come.

Education:

Minimum Grade 12 or equivalent.

Responsible Beverage Program - Alberta (**Proserve**) mandatory

Other Key Skills:

- ❖ Excellent interpersonal & communication skills
- ❖ Good team & independent working abilities.
- ❖ Fluency in English
- ❖ Second language would be an asset
- ❖ Good organization skill
- ❖ Attention to detail

Experience:

Previous Hotel experience is considered an asset

Previous customer service experience is an asset

Previous Barista experience is considered an asset

Supervisory Responsibility:

Number of subordinates directly supervised: 0

Number of subordinates indirectly supervised: 0