



JOB DESCRIPTION

Job Title: Food and Beverage Associate

FLSA Status: Non-Exempt

Department: Food & Beverage Department

Reports to: Food & Beverage Supervisor

Position Overview:

This employee is responsible for taking orders, ringing them up in the register, preparing the order, and cashing out the customer in a courteous and prompt manner. Maintaining a pleasant demeanor with guests at all times is essential. May also be required to work in the kitchen preparing food, stocking and cleaning.

Principal Duties and Responsibilities (Essential Functions**): (Including but not limited to):

- Have a complete and thorough knowledge of all menu items, ingredients, and preparations.
- Have a complete understanding of the operation of all food service equipment.
- Set up the work station at the beginning of the shift.
- Maintain a clean and safe work area during service – clean as you work.
- Fill orders promptly to keep the line moving.
- Suggest additional items for purchase with the order to upsell.
- Maintain a pleasant rapport with all customers and co-workers.
- Save all personal and casual conversations until after shift.
- Have a general knowledge of Coral World including exhibits and feeding times, etc.
- At shift closing, completely break down and thoroughly clean station.
- Fill out requisition form and restock station.
- Pick up items from the kitchen to restock station.
- Assist others to ensure smooth operation of the restaurant.
- Perform other duties as needed to ensure a smooth operation of the Food & Beverage Department.

Supervisory Responsibility

This position does not have a supervisory role.

Work Environment

This job operates in a park environment.

Position Type and Expected Hours of Work

This can be a full or part time position. Days are scheduled 5 days a week between Sunday - Saturday depending on the needs of the company. During the slow season hours may be reduced to accommodate the needs of the park.

Qualifications & Skills:

Required:

- High School Diploma or equivalent
- Must have a valid health card
- Must be a resident of the U.S. Virgin Islands
- Be able to write legibly.
- Be able to count monetary sums quickly and accurately.
- Be service oriented, pleasant, helpful, courteous, and a team player.
- Ability to read and write.
- Self-motivated – must be able to work with minimum supervision
- Must be able to handle difficult, high volume situations while maintaining composure
- Must be professional, dependable, reliable, and have a strong work ethic
- 1 – 2 years in food service industry.

Special Requirements:

- Must be a team player and be able to get along with others.
- Must be able to use tact in handling sensitive situations.
- Must be able to maintain courteous communication with customers during busy, stressful times
- Must be willing to work overtime, holidays, and weekends as requested by manager.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this Job, the employee is regularly required to sit; use hands to handle or feel; and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, or crouch. The employee must frequently lift and/or move up to 10 pounds and occasionally may lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (example: emergencies, changes to personnel, workload, rush jobs, or technological developments)

**Please submit cover letter, resume, and references by email to be considered for the position.
Please include the job title in the subject. References required.**

Contact Information:

Valissa M. Hodge, MSHRM
Office & Human Resources Manager
Email: Valissa@coralworldvi.com