



DREXEL UNIVERSITY

Center for

Hunger-Free Communities



EAT
CAFÉ

EAT (Everyone At the Table) Café Job Description

Position Title: Server

About EAT Café: The EAT (Everyone At the Table) Café is a nonprofit, pay-what-you-can café that nourishes, educates, and unites community in a welcoming environment. The café is a collaboration among the Center for Hunger-Free Communities and the Center for Hospitality and Sport Management at Drexel University, Vetri Community Partnership and the greater West Philadelphia community. The EAT Café is located at 3820 Lancaster Avenue, and will be opening June 2016.

Job Objective

Deliver friendly, efficient and responsive service while creating a warm and welcoming atmosphere for all our customers with a key aim of retaining and attracting new customers in the community and beyond. Uphold service standards of the EAT Café.

This is a part-time hourly position with opportunities for future growth. Work hours are currently projected to be from Thursday through Sunday from 4pm-9pm. Position reports to Chef/General Manager.

Essential Requirements

- Preferred residence in the West Philadelphia community and/or area, specifically in the neighborhoods bordering the EAT Café.
- Background in food service, hospitality industry.
- Self-starter, upbeat personality.
- Ability to effectively communicate clearly too all our guests.
- Possess basic math skills and the ability to handle money and operate a POS system.
- Punctuality and regular reliable attendance.
- Honesty and Integrity.
- A well-groomed physical appearance.
- Ability to work in a standing position for long periods of time (up to 8 hours).
- Ability to safely move tables and chairs weighing up to 20 to 25 pounds.
- Ability to reach, bend and stoop.

Main Responsibilities

- Welcome and greet guests. Make all guests feel comfortable and let them know that you are there to personally take care of them.
- Inform guests of daily menu offerings, specials and menu changes.

- Make recommendations you genuinely feel your guest will enjoy.
- Take food and beverage orders from guests, enter orders in our POS system which relays orders to the kitchen.
- Deliver consistent and excellent customer service, at all times
- Serve and present all food and beverage items quickly and efficiently, meeting our service standards.
- Clear and replace table settings as needed.
- Deliver consistent and excellent customer service, at all times.
- Perform side work before, during and after each shift.
- Maintain clean service areas.
- Monitor and observe guests dining experience. Ensure guests are satisfied with food and service. Respond promptly and courteously to any requests.
- Prepare final bill, present check to guests, accept payment, process credit card charges or make change (if applicable).
- Be ready and willing to assist in running food to guests.
- Thank guests for their visit and invite them to return.
- Be available to fill in as needed to ensure the smooth and efficient operation of the café by the manager on duty.
- Assist in keeping the front-of –house clean, hygienic and organized, at all times.
- Work safely around café/dining areas and report any maintenance issues to the café manager.
- Complete all appropriate café/dining documentation and key tasks, on every shift.
- Maintain personal knowledge of EAT café by completing in-house training and workbooks.
- Always adhere to all EAT Café policies and procedures.
- Attends all scheduled employee meetings and brings suggestions for improvement.
- Be involved and contribute to all EAT Café initiatives and events.
- Carry out daily/weekly instructions given by the management.

Person Specification

Customer Focus

- Be friendly, smiley, sociable and welcoming to our customers, to create a warm and inviting atmosphere.
- Remain calm, patient and polite interacting with our guests.
- Be helpful and resourceful with our customers. We are a community-based café. If questions or concerns arise that are beyond your understanding, alert the Café manager on duty and/or other staff member for assistance.

Drive

- Be confident and self-motivated.
- Demonstrate a passionate commitment to the café and our mission.
- Welcome and embrace change with a positive attitude.
- Be able to work unsupervised in a busy environment.

- Be able to prioritize duties; sufficient multi-tasking skills.

Personal Integrity

- Be honest and reliable.
- Be trustworthy, respectful and maintain confidentiality at all times.
- Be professional at all times.
- Dress appropriately.
- Maintain excellent attendance

Team Work

- Always be a part of the team (work family).
- Build and maintain good relationships with all team members.
- Work together with the team to ensure that the EAT Café is the best it can be.
- Be willing to perform different job duties to balance the workload.
- Be able to communicate effectively with people of all levels, backgrounds, etc.

The EAT Café employs the Sanctuary Model in its design and service delivery model. The Sanctuary Model is an evidence-supported, trauma-informed practice designed to facilitate the development of structures, processes, and behaviors on the part of staff, patrons and the community-as-a-whole that recognizes and responds to the impacts of extended exposure to adversity on individuals. This person should have some knowledge and/or interest in learning about this organizational culture model.

Other Information:

Drexel University is an Equal Opportunity/Affirmative Action employer, welcomes individuals from diverse backgrounds and perspectives, and believes that an inclusive and respectful environment enriches the University community and the educational and employment experience of its members. The University prohibits discrimination against individuals on the basis of race, color, national origin, religion, sex, sexual orientation, disability, age, and status as a veteran or special disabled veteran, gender identity or expression, genetic information, pregnancy, childbirth or related medical conditions and any other prohibited characteristic. Please visit our website to view all [University Policies](#) and [Workplace Postings](#).

Background investigations are required for all new hires as a condition of employment, after the job offer is made. Employment will be contingent upon the University's acceptance of the results of the background investigation.