

CONCESSION WORKER JOB DESCRIPTION MISERY MOUNTAIN SKI AREA



POSITION SUMMARY

The concession worker provides quality service, records and rings in orders, takes payment and demonstrates courteous and professional mannerisms toward customers at all times. The concession worker is responsible for keeping the concession area clean and stocked. The concession worker will provide exceptional customer service in a high paced quality atmosphere.

SPECIFIC ACCOUNTABILITIES

- ~ Stock, clean and run concession area in a safe and timely manner
- ~ KEEP ALL CONCESSION AREAS CLEAN AT ALL TIMES
- ~ Prepare food using high temperature appliances (eg. stove, oven, grill, deep fryer)
- ~ Assist in washing dishes when necessary
- ~ Follow the rules and standards of the AHS Food and Safety Regulations
- ~ Maintain accurate cash handling procedures
- ~ Interact with customers and staff in a pleasant and professional manner
- ~ Be knowledgeable on the products and services that Misery Mountain offers to maintain our Guest Service standards
- ~ Handle all inquiries & complaints in a professional & competent manner applying a win-win attitude. Keep the General Manager informed of guest related problems
- ~ Be aware of promotional and special events, school bookings, corporate & group functions in order to help direct guests for these events
- ~ Act in a responsible manner while representing Misery Mountain, abide by, and adhere to the policies of the club
- ~ We are a team at Misery Mountain and as a member of that team, you may be asked to assist other departments or you may draw upon help from other staff members to help you achieve your goals at concession. Through this type of environment, we ensure our organization is coherent and operates efficiently.
- ~ Perform other responsibilities when required as needed and requested

SKILLS, INTERESTS AND VALUES

- ~ Have an outgoing, approachable, friendly personality and show a commitment to exceeding guest expectations at all times
- ~ Well-developed interpersonal skills to interact with customers of various ages with animation and patience
- ~ Able to remain composed and courteous when faced with unexpected problems and stressful situations
- ~ Able to communicate clearly, concisely and quickly
- ~ Able to prioritize and make effective use of time
- ~ Able to work in a fast paced, consumer driven environment and make responsible decisions quickly

WORKING CONDITIONS

- ~ This position is seasonal and includes working on weeknights, weekends and holidays, in addition to some weekdays dependent on school bookings
- ~ A clean, up to date Vulnerable Sector Check and Intervention Record Check are required for anyone of 18 years of age or older
- ~ The length of the working day may vary depending on how busy the area is or deadlines that need to be met for a project
- ~ Able to work in a standing position for extended periods of time and can be on their feet throughout a 8 + hour day
- ~ May push and/or pull items up to 100 lbs. on an occasional basis
- ~ May lift and/or carry items up to 50 lbs. on a regular basis
- ~ Employee must be at least 15 years of age or older as per labor relations guidelines

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PERSONAL REQUIREMENTS

- ~ Hands on experience of food and beverage operations and skilled food preparation ability would be considered an asset
- ~ Basic math ability to accurately count and handle money
- ~ Positive attitude and a neat and clean appearance
- ~ Ability to follow directions and effectively perform work requirements
- ~ Must at all times be fit for duty and not under the influence of any forms of drugs or alcohol be it prescription or recreational
- ~ All staff over 16 will be part of the evacuation team and must be fit for duty to climb towers and ladders, properly rig evacuation belay devices, ensuring all components are in correct operational status, and be responsible for the lives of our patrons.

REPORTING RELATIONSHIPS

Reports To: Assistant Manager & General Manager
Supervisors: None

Date _____

Employee Name

Employee Signature