



## LEAVENWORTH WINTER SPORTS CLUB

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### Mission Statement

Our purpose is to promote health, fitness, and fun through skiing and other winter sports by providing quality facilities, education, and activities to the community.

### LODGE STAFF JOB DESCRIPTION

<b>Department:</b>	Ski Hill Lodge
<b>Employment Dates:</b>	Year Round
<b>Wages:</b>	\$13.69-\$16 per hour, dependent on experience
<b>Status:</b>	Full Time or Part Time, non-exempt
<b>Reports To:</b>	Lodge Manager & General Manager

### Description Summary

This position is very guest service oriented. The Lodge Staff are tasked with providing a family friendly food & beverage concession and maintaining a welcoming atmosphere. This job is primarily located at Ski Hill Lodge but could include support and service for LWSC Events as requested. This position's work schedule will include weekends, holidays, evenings and possibly extra hours.

### Essential Functions

- Prepare and serve Lodge food and drink offerings, adhering to food service guidelines.
- Greet guests and provide Ski Hill information, directions, and recommendations.
- Perform cashiering functions using POS system; provide accurate change, process checks and credit cards and issue receipts to customers according to department procedures.
- Perform daily cash out and reporting following LWSC procedures.
- Read and record totals shown on cash register tape and verify against cash on hand.
- Produce an accurate daily sales check-out and deposit.
- Be knowledgeable of prices and features of food, beverage and retail items that are available.
- Assist with ensuring items are kept well-stocked and ensure organization and general cleanliness by monitoring assigned work areas.
- Assist with bussing the dining area as necessary.
- Operate within the requirements of the Chelan-Douglas Health Department, Washington State Liquor and Cannabis Board (WLCB) and all pertinent public health laws.
- Maintain the cleanliness and security of the Ski Hill Lodge facility and concession area.
- Adhere to SDS requirements applicable to the department.
- Tend to the fireplace as necessary.
- Engage with children in a manner that is both professional and kind.
- Keep all Lodge spaces clean and maintained including concession, public areas, dog waste stations and restrooms.
- Ensure that outdoor spaces around the Lodge are clean and clear of obstacles.
- Remove trash to the Ski Hill dumpster at the conclusion of each day.
- Decorate the Lodge for holidays or events as required.
- Maintain phone and/or radio contact with ski patrol and the General Manager at all times while on shift.
- Prepare the facilities according to the daily operating schedule and/or event program in a timely fashion.
- Work unsupervised in a manner that is professional and consistent with company and department policies and procedures.

- Perform other duties as requested by the Lodge Manager and General Manager.

### **Experience / Requirements**

- Must obtain and maintain current a Mandatory Alcohol Server Training (MAST) Permit
- Must obtain and maintain current a WA State Food Workers Card.
- Must be able to pass a background check for cash handling.
- Must have cash-handling knowledge and skills.
- Must have great guest service skills including professional appearance and demeanor.
- Must have command of the English language, both written and verbal.
- Must have a working knowledge of PC computers and POS systems.
- Must be able to use good judgment and make sound decisions.
- Must have access to all-weather transportation for getting to and from the work location.

### **Physical Requirements**

- Must be able to stand and/or sit for extended periods, reach, walk, bend, stoop, kneel, crouch or crawl, taste and smell.
- Must be able to ascend and descend stairs and navigate uneven and slippery terrain.
- Must be able to walk on slick, wet, snow covered and uneven surfaces.
- Must be able to lift up to 50 lbs. and carry for short distances.
- Must be able to tolerate hot/cold temperatures at times above 95° Fahrenheit and below 0° Fahrenheit.

### **Working Conditions**

- Indoor/outdoor including extreme temperatures and snow & ice in the winter months.
- Noisy and fast-paced environment with adults, children and groups.
- Lots of guest interaction.

### **Attendance**

- Must show up for work in a timely manner and appropriately dressed for daily operations.
- Business operation schedules and levels are affected by the weather, requiring the ability for this position to maintain flexibility in the work schedule.

**This is only a partial list of the Essential Functions, Experience / Physical Requirements and Conditions.**