



Café & Lounge Host Job Description

Summary: The Café & Lounge Host is a front-line contact for all guests visiting CineLux Theatres. This role ensures consistent food and drink quality by preparing orders in a short period of time and in accordance with recipes and guidelines established by the Company. You will also maintain a clean, sanitary, and safe work area in a fast paced environment, Although primarily focused on the bar and kitchen operation, this position fills multiple roles and provides outstanding service to ensure that our guests have an excellent movie going experience. The Café & Lounge Host is a part-time, non-exempt position reporting to the Theatre Manager.

General responsibilities include but are not limited to:

- Offer superior guest service to our potential and actual guests according to established standards and practices.
- Provide general information about CineLux Theatres and its' programs, policies, services and promotions in a courteous manner.
- Assist with all Guest Service Host functions, including concessions, box office, café and other guest service responsibilities as directed.
- Maintain regular personal attendance for all scheduled shifts to ensure timely performance of duties.
- Uphold CineLux Theatres Business Practice Standards and ensure compliance with company programs, policies and procedures.
- In the event of an emergency, assist with all necessary crisis management and follow directed procedures to ensure staff, volunteer and guest safety.
- Notify Theatre Manager or manager-on-duty any time a guest is not 100% satisfied with their experience

The essential functions of a Café & Lounge Host include but are not limited to:

- Greet guests in a timely and professional manner.
- Monitors sales and consumption of alcohol and ensures that guests are at least 21 years of age.
- Possess full knowledge of bar and menu items and be able to make recommendations.
- Able to articulate menu options and ingredients to Guests.
- Accurately take food and beverage orders from guests in a timely manner at the cafe and lounge area.
- Prepare and serve alcoholic and non-alcoholic drinks consistent with the Company standard drink recipes.
- Prepare food and assemble orders according to recipe guidelines.
- Deliver food and beverage orders within established time frames. Consistently use suggestive selling techniques.
- Ensure that alcohol is consumed in designated areas only.
- Set up and maintain appropriate stock levels for the bar.
- Assist in placing orders for all liquor and bar related supplies.
- Conduct inventory of all liquor and bar related supplies.
- Determine when a customer has had too much alcohol.
- Record food and drink orders accurately and immediately after receipt into the POS system.

- Accept guest payment, process credit card charges and make change (if applicable).
- Wash and sterilize glassware and dishware.
- Maintains bottles and glasses in an attractive and functional manner to support efficient drink preparation and promotion of beverages.
- Clear and reset tables in lounge area.
- Present drink menus, make specific recommendations and answer questions regarding beverage selection.
- Maintain cleanliness in all areas of the bar including counters, sinks, utensils, shelves and storage areas.
- Receive and serve food orders to guests seated at the bar.
- Report all equipment problems and bar maintenance issues to Theatre Manager.
- Assist the restocking and replenishment of bar inventory and supplies.
- Ability to serve multiple guests in a short time period which includes taking food order, entering orders into the POS system, delivering food to guests and following up with guest service and needs until meals are complete and guest leaves (all course meals, refills, bussing tables etc.).
- Ability to anticipate Guests needs and act accordingly.
- Knowledge and understanding of safety and sanitation guidelines including temperature requirements.
- Display good judgment of food quality and production, understands the impact of spoilage.
- Ensures that food presentation is fresh and up to quality standards.
- Keeps prep area stocked and clean according to proper food safety procedures.
- Portions back-up items.
- May ensure that freezers and refrigerators are maintained at the appropriate temperature.
- May require equipment operation, including working near equipment that generates heat.
- Assists guests with directions, show schedules and other information
- Ability to work with kitchen/restaurant equipment including, but not limited to ovens, juice and soda fountains and grills.
- Must be comfortable working with kitchen supplies including small/large trays, carafes, coffee pots, plates, silverware and glassware.
- Practices proper sanitation procedures and maintains cleanliness of the side stations.
- Completes assigned side work as required by the Theatre Manager and/or manager on duty.

Basic Qualifications:

- Must be at least 21 years of age.
- Outgoing, positive and professional attitude and enthusiasm for working with the public.
- Ability to work as part of the theatre operations team as well as accomplish work independently.
- Ability to adhere to CineLux Theatres' grooming guidelines and present a professional appearance.
- Possess basic food handling training and obtain any local or state mandated certification.
- Success in a high volume bar environment. Previous quick service or related restaurant industry experience preferred.
- Have a high aptitude for math and cash handling. Demonstrate excellent verbal and written communication skills.

Physical Requirements:

- This position requires the employee to frequently stoop, kneel, crouch and/or crawl.
- This position requires the employee to frequently lift and/or carry up to 10 pounds and occasionally lift and move up to 50 pounds.
- This position requires the employee to bend, lift and reach repeatedly.
- This position requires the employee to stand/sit for extended periods of time (up to 8 hours).
- This position requires the employee to express information verbally and in writing.
- This position requires the employee to be able to hear.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- This position requires the employee to be able to grasp objects, pick up objects and hold objects.
- This position requires the employee to work indoors and outdoors as needed.

Uniform

- Company provided shirt, black pants and shoes, name badge.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently exposed to moving mechanical parts. While performing the duties of this job, the employee is regularly exposed to heat. The employee is frequently required to use sharp kitchen tools for slicing and food preparations. The floor in the kitchen area may be slippery or wet. Hot liquids are present in the prep kitchen area. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; risk of electrical shock and vibration.

The noise level in the work environment is usually moderate to loud.

Salary:

Hourly/ no-tips

Hours:

Part Time (15-30 hours per week)

- This role is Part Time and requires full availability for any shift, a MINIMUM of three (3) days per week, including nights and holidays. Full availability for any shift, seven (7) days per week, including nights, weekends, and holidays is preferred.