

A. Job Title: SNACK BAR ATTENDANT

I. Job Summary

Responsible for serving food and non-alcoholic beverages to guests visiting the snack bar. This position will be expected to greet guests and provide a positive guest service experience for the customers of West Park Lanes bowling alley.

II. Reports To

General Manager of West Park Lanes

III. Essential Job Duties and Responsibilities

- Set up and prepare snack bar for daily opening and/or properly shut down snack bar at business close
- Assist guests in food and beverage selection by describing specials or menu changes, answering food preparation questions, taking the order and upselling where possible
- Prepare and serve food and drinks as ordered
- Provide guests with efficient food service by maintaining food displays, clean counters, dishes, trays, floors and equipment.
- Cashier; calculate bill total and collect payment from guests
- Maintain and stock food and disposables inventory including cutlery, plates, napkins, etc.
- Responsible for providing friendly, professional, and responsive customer service to bowling guests
- Practice proper workplace health and safety procedures
- Work days, nights and/or weekends as the business demands

IV. Other Duties and Responsibilities

- Train to assist in lounge area, as age allows
- Train for and assist front desk / guest attendant, as needed
- Assist customers with bowling shoes, bowling lane set-up and if needed assist with choosing the right bowling ball, as needed
- Any other task(s) requested on behalf of Drury Southwest, Inc. or its affiliated entities.

V. Knowledge, Experience, and Qualifications

- Must be a minimum of 16 years of age. If under the age of 21, no duties will be assigned in the lounge
- Ability to operate cash register and credit card equipment
- Outgoing, friendly, and possess good customer relations
- Team oriented; courteous and cooperative
- Attention to detail
- Ability to work amid distractions and interruptions