



Food & Beverage Team Member Job Description

REPORTS TO

Campground Manager, Food & Beverage Supervisor, and/or Operations Manager

POSITION SUMMARY

Responsible for providing great guest service and implementing the food and beverage operation as directed by the Campground Manager, Food & Beverage Supervisor, and/or Operations Manager.

SPECIFIC DUTIES

- Promote the food and beverage operation by possessing knowledge of all menu items, daily specials and featured promotions.
- Provide superior customer service by being attentive, responsive, and helpful to guests needs. Report all customer problems, requests, or complaints to the Campground Manager, Food & Beverage Supervisor, and/or Operations Manager.
- Ensure that all food and beverages are prepared and served per KOA's standards of quality while complying with all federal, state and county code laws as they pertain to the serving of food and alcoholic beverages.
- Carry out the daily, weekly and monthly cleaning programs as established by the Campground Manager, the Food and Beverage Supervisor and/or the Operations Manager, being sure to adhere to all federal, state, local and KOA health and cleanliness standards.
- Adhere to and comply with all established KOA, federal, state and local safety program guidelines in the operations and storage of various food service equipment, utensils, chemicals and oils.
- Follow specific KOA cash and credit card handling procedures.
- This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

EXPECTED RESULTS

- Clean, well maintained and organized environment.
- Adherence to all KOA, federal, state and local standards and codes.
- Timely delivery of food and beverages for satisfied and happy customers.
- Consistently at work as scheduled and on time for shifts.

JOB QUALIFICATIONS

- Speak the English language fluently
- Knowledge of various restaurant equipment
- General knowledge of computer and cash register operation
- Basic math, reading and writing
- Ability to work in a fast paced environment
- Follows instructions, responds to management and takes responsibility
- Neat and clean appearance
- Ability to work nights, weekends, and holidays and cover shifts when needed
- Work well independently and as part of a team
- Customer services skills

PHYSICAL REQUIREMENTS

- Must be able to lift and carry up to 50 pounds occasionally and 25 pounds regularly
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance.
- Long periods of standing (75%), bending and kneeling
- Requires the use of hands/fingers to handle or feel
- Ability to work in hot, humid, cold and wet conditions

Signature

Date

Revised 8/16