

Sam Houston State University Human Resources

Staff Classification Description – Hotel Cafe Worker

Skill Category: Service/Maintenance
Position (Employee) Class: 7N240 (N1)
Grade: 5
Date: 10/2014

Department: University Hotel (Raven Nest and CJ Cafe)

Educational & Experience Requirement: High school graduate or G.E.D. Minimum of two years experience of cooking and meal preparation in the Food Service related industry, such as a medium to large restaurant. Barista training, to include experience brewing specialty coffee(s), tea, and hot chocolate required. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Provides routine cafe service and support for the University Hotel, CJ Cafe, and Raven Nest.

Supervision Given & Received: Works under general supervision and may supervise hotel service workers and student employees as assigned.

Primary Responsibilities: Provides friendly, courteous, and helpful service to customers. Accountable for department's results in customer service, increasing sales, improving gain and containing cost. Trains, supervises, schedules and assigns duties to other cafe staff and student employees. Changes signs and pricing. Inventory stock, writes orders for cafe and kitchen, and check for completeness and accuracy upon arrival. Cleans and organizes display and work area. Brews specialty coffee(s), tea, and hot chocolate. Prepares sandwiches, salads, and ready type food, as well as all other items on the menu. Coordinates and plans of supplies list/inventory with University Hotel Manager. Performs other related duties as assigned.

Other Specifications: Standard industry tools and equipment such as all types of cooking ranges, vacuum, scrubber, floor polisher, and shampooer. Kitchen tools such as, but not limited to: grills, coffee brewers and urns, tea makers, toasters, ovens, and dishwashers. Requires accuracy in following written and oral instructions. Excellent public contact skills required. Exposure to one or more elements such as dust, dirt, fumes, and chemicals. Requires alertness and attention to details to avoid mistakes and injury. Willingness to work cooperatively and enthusiastically with Hotel/CJ staff in food related matters and service is required. Efficient use of time and supplies for meal preparation necessary. Basic computer skills necessary. Demonstrated customer service skills, ability to interact with customers and co-workers and understand and follow written and verbal instructions required. Experience with cash registers, some bookkeeping, inventory management, and training junior staff in food preparation and service would be helpful.

Working hours are normally 6:00 a.m. to 3:00 p.m., or split shift(s) of 8 hours per day. Rotating and/or weekend work required. Hours and days of work week subject to change as occupancy of hotel vary. Work assignments are usually split between dining service, housekeeping and laundry, but may vary according to hotel needs and personnel assignments as determined appropriate by supervisory staff and administration.

This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.

Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security-sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.