

Loup Loup Ski Education Foundation
Cafe Manager
Job Description & Responsibilities

The Loup Loup Ski Education Foundation operates the Loup Loup Ski Bowl as a part of its mission to develop skiers of all ages and help them discover and appreciate both physical benefits and life skills development associated with skiing, snowboarding and mountain recreation.

The Little Buck Cafe (LBC) at the Loup is an important part of our overall program. The LBC makes the Loup a full service ski area and also provides an important source of revenue for the Loup. The LBC functions as its own profit center and as such the food and beverage manager is responsible for the financial performance of the cafe. Key to this is managing pricing and inventory for profitability and creating positive customer experiences with every interaction. This is a managerial position and supervises a staff of 2-3 additional staff. Wage is hourly DOE and includes season's pass privileges.

Annual/Pre Season

- Manages service aspects in all food and beverage
- Manages and maintains positive vendor relationships
- In conjunction with GM, hires, manages and trains staff in all technical and non-technical aspects of their role including standards of quality and service

In Season

- Manages service aspects in all food and beverage
- Maintains a fun family friendly environment, while providing a professional, courteous customer and staff experience
- Manages and maintains positive vendor relationships
- Strictly adheres to menu and pricing as established by LLSEF
- Hires, manages and trains staff in all technical and non-technical aspects of their role including standards of quality and service
- Protects staff and guests by training staff in and adhering to all safety, sanitation, food preparation, food storage
- Controls costs of all food and beverage by assisting management, as requested, in purchasing, maintaining effective profit and loss controls using established vendors and purchasing procedures
- Monitors labor costs following demand patterns, budget and local labor laws
- Creates, maintains and distributes weekly schedules for staff and communicates changes as appropriate to all
- Evaluates and supervises performance and is responsible for employee relation issues and reviews incidents with GM
- Maintain consistency of service by being aware of and prepared for all large events, holiday weeks, etc. etc. that may affect food and beverage service operations
- Ensures customers are taken care of in a polite and timely fashion
- Ensuring facility cleanliness and an orderly appearance to the Cafe
- Ensures that all technical work is properly done and signed off with required testing and record keeping.
- Accurately maintains daily financial reports, till balance, and change requirements.
- Performs well under pressure in customer service position that is at times a high-pressure environment.
- Effectively problem solves customer service issues and employee conflict resolution.

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- Manages a staff of 2-3 additional associates.
- Responsible for ensuring Café is secure upon departure and that all lights, equipment, doors, etc. are turned off or locked

Knowledge, Skills and Abilities Required

- Ability to communicate effectively with all members of the team including ski patrol, ski school, Ticket office staff, General Manager and the Board of Directors.
- Excellent customer service skills
- Good planning skills for inventory, ordering, and managing inventory on site to reduce shrinkage
- A minimum of 4 years of progressive responsibility in food and beverage industry required
- A minimum of 2 years of personnel management,
- Experience in resolving customer issues/complaints as well as overall excellent customer service required
- Positive Leadership and open line of communication/feedback
- Proficient in POS use and credit card machines
- Solid time management, organization and prioritization skills
- Ability to work independently and make decisions in a fast-paced environment
- Ability to work with all personality types even in adverse situations
- Must be able to lift 25-50 pounds.
- Physical ability to stand for extended periods and to move and handle boxes of food, fixtures and heavy things in the facility.
- Ability to work varied hours/days, including weekends and holidays as needed for the ski area schedule