

# Honolulu Museum of Art

## JOB DESCRIPTION

<b>Job Title:</b>	Café Server
<b>Department:</b>	Cafe
<b>Supervisor:</b>	Restaurant Manager
<b>Employment Status:</b>	Part-Time
<b>FLSA Status:</b>	Non-Exempt
<b>Work Hours:</b>	Various Shift, 3 shift minimum
<b>Issue/Reissue Date</b>	July 21, 2017

The Honolulu Museum of Art (HMA) is an equal opportunity employer committed to recruiting and retaining a diverse, qualified workforce. The Museum strives to maintain a staff that works together to maintain its mission:

*To bring together great art and people to create a more harmonious, adaptable and enjoyable society in Hawai'i.*

Our Vision: To be a world-class institution with great collections of art and leading education programs. We will reflect changes that are happening in Hawaii, Asia and the world.

Conceived as an institution that would make Hawai'i an even better place to live, the Honolulu Museum of Art (HMA) is committed to showcasing the highest quality art from around the world for the benefit of residents and visitors. Art and Education are central to the museum's mission, with 299,000 people visiting each year and 36,900 students participating in school programs both at the museum and throughout the community. The museum's art collection has grown into one of the most extensive in the United States, with a special emphasis on works of art that reflect the diverse communities that call Hawai'i home.

### **Job Summary:**

Provide friendly, efficient and professional service in the Museum Café.

### **Minimum Qualifications:**

- High school diploma or equivalent.
- 2-3 years of prior experience serving customers in a restaurant and/or catering environment.

### **Desired Qualifications:**

- Excellent customer service skills. Ability to remain calm and pleasant under stress or customer demands.
- Ability to handle multiple orders and requests for service in a calm and efficient manner.
- Ability to stand and walk for entire shift (5 hours).
- Ability to keep up with the pace of the kitchen, other staff, and customers.
- Ability to lift and carry up to 50 pounds including multiple plates of food, cases of wine, large serving dishes.
- Ability to work in an open environment of all types of weather (i.e. heat, sun, wind, light rain, and chill).
- Ability to apply common sense and judgement towards the daily functions and environment of the restaurant.

### **Essential Duties:**

- Greets customers in a courteous, respectful and welcoming manner as they are seated at a table, offers and serves a beverage of the customer's choice, and lists daily specials.
- Take customer order; submits order to kitchen and serves the customer.
- Cleans the table and resets for the next customer.
- Works with the Café staff to set up in the morning, and clean up for closing at the end of the shift.
- Contributes to team effort by serving guests in a friendly, courteous, and professional manner.
- Ensuring overall guest satisfaction.

- May serve as cashier in Café, coffee bar, or for special functions.
- Additional duties as assigned.

**Traits and characteristics:**

The successful candidate should demonstrate an ability to initiate and sustain momentum without close supervision. Exhibiting a polished presence, diplomacy, discretion and a deep respect and understanding of the museum and vision, mission and values.

**Working Conditions and Atmosphere: Language Skills**

Ability to read and comprehend instructions, short correspondence, and memos. Ability to effectively present information in one-on-one and small group situations to customers of the museum.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals.

**Physical Demands**

Must be able to stand and walk for 5 hours, and be able to maneuver around and between chairs and tables. Able to bend, stoop, and kneel. Must be able to use fingers, hands and arms to hold utensils, plates, glasses and cups. Must be able to lift, hold and carry up to 25 pounds for much of the shift and occasionally up to 50 pounds. Must be able to reach outward and overhead. Noise level is sometimes louder than normal due to multiple conversations. Able to hear and understand normal conversation in order to take food orders. Ability to speak clearly and audibly.

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

Honolulu Museum of Art is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.