FRONT OF HOUSE INTERN (Level I)

Reports to: Clubhouse Manager

Supervises: No supervisory duties included in this position.

Education and/or Experience
- Current enrollment in a Hospitality, Restaurant/F&B Management or Tourism program and in good academic and performance standing.
- Member of CMAA Student Chapter desired.

Front of House Intern Position Summary (Essential Functions)
Interns enjoy a dynamic and exciting work environment, hands-on training and mentoring, along with the pride that comes from working at a historic private club with a reputation for exceptional quality and service. Working beside professional Managers and staff, the Front of House intern is an integral member of the Food & Beverage team and will gain hands-on experience in the day-to-day operations of a private club F&B operation. We embody a culture of respect, gratitude and empowerment on a daily basis. The Front of House intern will have the opportunity to experience different F&B positions throughout the F&B Department here at the Ausable Club. Managerial shadowing will take place during the internship which will enable the intern to participate in shift preparation activities, dining room awareness, and different situations that involve interacting with club members.

The Front of House Internship at the Ausable Club will focus on a la carte dining and private events. In addition to the concentration on service and membership interaction, the intern will have interaction with other departments to gain a deeper understanding of the entire operation. This internship is ideal for students who are looking for exposure to the hospitality or private club industry.

Responsibilities of the Front of House Intern
- Providing a high level of member table side service.
- Commitment to member service, maintaining hospitality standards.
- Shadowing and learning operational standards for front of house areas.
- Support F&B Department and kitchen team on logistics and private event functions.
- Assisting with service standards of Restaurant and Catering Events.
- Developing knowledge of Ausable Club Jonas/Point of Sale system to ensure proper and accurate billing to member accounts.
- Maintain positive member relations at all times. Anticipate member needs and respond promptly. Resolve member complaints, ensuring member satisfaction.
- Inspect, plan and ensure that all materials, service wares, equipment and facilities are in complete readiness for service at all times.
- Maintain cleanliness, sanitation and organization of all assigned work areas.
- Ensure all assigned opening/closing duties are completed.
- Monitor the status of food and beverage orders; ensure that they are delivered within designated timelines; communicate regularly with the chef and/or kitchen personnel throughout meal period.
- Ensuring assigned tables are cleared, reset and arranged according to department procedures and to best service our members.
- Learning specific menu information and providing it to members as needed.
- Understanding and executing Ausable Club service standards.
ADIRONDACK MOUNTAIN RESERVE
AUSABLE CLUB

- Developing an understanding of restaurant flow.
- Responsible for managing personal work schedule, and knowing both Front of House and Back of House production and meal deliverable schedule.
- Maintain cleanliness of work station, storage area and office.
- Cleans and maintains equipment and reports any repair or maintenance needed.
- Performing any additional duties and responsibilities as assigned by management.

Desired Experience and Skills
- Must be 18 years of age or older.
- Must be entering majoring/minoring in the Hospitality, Tourism, F&B/Restaurant or Travel related field.
- Willingness to learn and improve upon knowledge of food and wine.
- Equally confident and comfortable in a busy restaurant and club setting.
- Strong written and verbal communication; professional demeanor.
- Strong leadership skills with problem solving ability.
- Abide by appearance standards and be able to maintain hospitality standards for the club.
- Attention to detail and able to manage heavy workload, multitask, prioritize well and meet deadlines under pressure.
- Resourceful, flexible, proactive and reliable to fellow team members and managers.
- Passionate about the restaurant/hospitality field, trends and dining.
- Friendly, outgoing, motivated, flexible team player, with a passion to serve others. Sense of empathy and warmth. Sense of humor a plus.

Physical Demands and Work Environment
- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

SIGNED: ________________________________    DATE: ________________