

Position Title: Front of House Lead – Food Artisan Immersion Program (FAIP)
Department: Programs
Supervised by: Dining Room Manager
Category: Non-Exempt
Status: Seasonal

Taliesin Preservation, Inc. (TPI) is a Wisconsin 501(c)(3) founded in 1990. As stewards, TPI's dual mission is to preserve the cultural, built and natural environments that comprise the Taliesin property in Spring Green, Wisconsin, and to conduct public educational and cultural programming that provides a greater understanding of Frank Lloyd Wright's architecture and ideas. To learn more about our work, please visit www.taliesinpreservation.org.

Position Summary:

The Front of House Lead (FOH) works with the Food Artisan Immersion Program team and other staff to support the effective and efficient daily operations of the Riverview Terrace Café.

Essential Functions:

- Conducts the daily front of house operations of the café including opening, closing and cash handling;
- Safely provides and oversees customer service to café and program guests while taking orders, serving food and alcohol, and maintaining a clean dining room;
- Supports and provides customer service to programs and events that may include farm dinners, receptions, parties, seasonal socials, group tours, corporate retreats, etc.;
- Assists in monitoring sales trends and customer feedback in order to make recommendations on menu items, portions, and/or pricing;
- Answers guest questions using menu knowledge, ingredient partnership familiarity, and program knowledge;
- Maintains knowledge of TPI tour operations and public access programs;
- Assists with front of house training and ensures guests receive hospitable service that is competent, warm, and informed;
- Adheres to health department regulations;
- Support other positions at peak times and undertake any operational duty which may be reasonably required to ensure guest expectations are met;
- Maintain and stock required front of house supplies and service equipment; and
- Other duties as assigned.

Minimum Qualifications:

- Secondary school diploma or equivalent or acceptable combination of education and experience;
- Two (2) years of serving experience;
- Bartending license or willingness to obtain within two weeks of hire;
- Strong oral and interpersonal communication skills, and demonstrated success in collaborating with diverse groups of employees and guests;
- Demonstrated ability to prioritize tasks, maintain flexibility, and balance changing priorities while maintaining established standards; and
- Ability to work a flexible schedule.

Preferred Qualifications:

- Previous supervisory experience;
- Demonstrated experience training others in any capacity;
- A knowledge of the life and work of Frank Lloyd Wright, Taliesin, the experience of the Taliesin Fellowship, The Food Artisan Immersion Program, and the mission of Taliesin Preservation;
- Experience in a non-profit environment; and
- Familiarity with regional food and farming culture.

Physical Demands and Employment Environment: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this job.

- **Physical Demands:** While performing the essential functions of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; and consistently talk or hear; and rarely taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- **Work Environment:** While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

Signature of Position Holder:**Date:**

This description does not constitute a contract for employment with Taliesin Preservation, Inc., or any affiliate, either express or implied, and TPI reserves the right at any time to change, delete, or add to any of the provisions at its sole discretion. Furthermore, the provisions of this description are designed by TPI to serve as guidelines rather than absolute rules, and exceptions may be made from time to time on the basis of particular circumstances.