

Food TM
Job Title

Foods
Division

SV100S
Job Class

4/1
Pay Grade

Team Leader
Reports To

March 2, 2012
Review Date

DOLLYWOOD POSITION DESCRIPTION

I. Personality/Attitude Requirements:

1. Able to project Dollywood's image by being genuinely friendly and caring and by taking pride in their work.
2. Must be self-motivated and disciplined.
3. Must be able to prioritize and complete work assignments on a timely basis.
4. Must maintain strict confidentiality and judgment regarding privileged information.
5. Must display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
6. Must be willing to constantly improve.
7. Must have professional appearance with good personal hygiene.
8. Must promote and support a "team" work environment by cooperating and helping co-workers.
9. Must adapt to changes easily.
10. Must tolerate a fast-paced, hectic environment.
11. Must show appreciation to others.
12. Must be sensitive to the needs of our Guests and feel empowered to take action to meet their needs within company guidelines.
13. Able to get along with fellow employees and guests in a friendly and caring manner.
14. Able to tolerate hectic environment caused by fast paced job.
15. Positive, enthusiastic attitude toward job, fellow employees and guests.
16. Honest and dependable.
17. Organized.
18. Cooperating with fellow employees and guests to create a pleasant work environment.
19. Must be aggressively friendly.

II. Job Duties/Position Exists To Perform:

1. Full Service Foods Specialist

- a. Responsible for prompt attention to a wide variety of tasks within food services.
- b. Job functions include taking orders, serving, preparing, and storing high quality food, measuring ingredients, understanding time and temperature tables to record information, answering guest questions about menu items and pricing, and proper cash handling procedures when applicable.
- c. Responsible for stocking and organizing the kitchen, food lines, food bars, work areas and eating areas.

2. Concessions Foods Specialist

- a. Responsible for prompt, courteous attention to guest orders while serving and/or preparing high quality food for our guests' enjoyment.
- b. Job functions include taking orders, serving food, the ability to measure ingredients, understand time and temperature tables and record information, answer guest questions about menu items and pricing, and proper cash handling procedures.
- c. Responsible for stocking and organizing work area, proper pulling, delivery, rotation, and storage of product.

3. Concessions Supply Foods Specialist

- a. Responsible for prompt attention in correctly filling supply orders received by verbal, radio transmission and written orders.

- b. Job functions include filling orders for stock and organizing work area, proper pulling, delivery, rotation, and storage of product, recording information, and answering guest questions regarding menu items and pricing.
- c. Ability to maintain cleanliness in all work areas while moving throughout the Park.

Above job functions include, but are not limited to, serving food that complies with expected Dollywood quality, quantity, and presentation and state health code requirements. Employees should be prepared to perform other duties, such as maintaining cleanliness of any surfaces used for eating on or serving food from, washing dishes, maintaining proper sanitation, cleanliness of general area, scrubbing, sweeping, mopping, trash removal, etc. Employees may be required to be 18 years of age to operate some equipment. Management reserves the right to change and/or add to these duties.

4. Guest Excellence

- a. Greeting each guest with a cordial greeting.
- b. Treating each guest as an individual.
- c. Provide continuous service and attention to details.
- d. Guest satisfaction.
- e. Suggestive selling.
- f. Thanking guests.

5. Employee Excellence/Expectations

- a. Costumes are to be neat, clean and appropriately worn at all times while on Park.
- b. Personal hygiene is very important.
- c. Work schedules will vary. Employees must be available to work various and flexible hours. Employees may be asked to work past their scheduled shift. On slow days employees may be sent home after 3 hours or called off for the day.
- d. Employees must be available and willing to work at different locations on Park.
- e. Employees may be using equipment such as, but not limited to, cash registers, guest ordering systems, grills, fryers, steam kettles, drink machines, dough machines, ovens, warmers, popcorn machines, ice cream machines, knives, slicers, wedgers, rolling carts, carrying trays, tray jacks, dishwashers, bus tubs and carts, dollies, brooms, mops, etc.

6. Job Satisfaction/Development

- a. Employees are expected to be able to answer guest questions concerning Park layout and menu item availability.

7. Safety

- a. Understand and practice safe food handling at all times.
- b. Be an active participant in safety issues relating to personal safety and the safety of fellow hosts and guests.

8. Profit and Contribution

- a. Follows all procedures/standards affecting Foods financial standing such as portion control, suggestive selling, clocking in/out properly, and completion of tasks in a timely and accurate manner.

III. Education/Experience/Skill Requirements

1. Basic speaking, reading and writing English skills needed to fulfill job requirements.
2. Ability to read/understand written instructions and company policies/procedures.
3. Basic math skills necessary to count out change to guests as applicable.
4. Ability to speak English.

IV. Essential Functions Necessary To Perform Job Duties:

1. Able to display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
2. Able to hear, see and speak.
3. Able to speak, read and write English.
4. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.
5. Able to have manual dexterity necessary to complete all job duties.
6. Able to sit and/or stand for long/short periods.
7. Able to maintain good personal hygiene.
8. Able to get along with other employees to work out problems and resolve conflicts. (Able to work cooperatively with others.)
9. Able to comprehend instructions and retain information.
10. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
11. Able to tolerate a fast-paced, hectic environment.
12. Able to be flexible to handle frequent changes in priorities.
13. Able to prioritize tasks and complete assignments on time.
14. Able to report to work without being under the influence of or smelling of alcohol.
15. Ability to move about in confined areas.
16. Ability to lift and carry various weights up to 50 pounds to keep area stocked throughout shift.
17. Able to work outdoors and tolerate extreme heat and extreme cold.
18. Able to stand, balance, kneel, stoop and bend to maintain clean work environment and serve guests. Ability to walk or stand for long periods of time.
19. Ability to see near and far to safely operate equipment and negotiate work environment.
20. Able to reach high and low to get supplies.
21. Able to have finger movement to do detailed work, run a register or guest check system, calculator, etc.
22. Able to listen and speak to be able to communicate.
23. Able to sweep and mop.
24. Able to smile and make eye contact.
25. Able to make decisions by analyzing information allowing on-the-spot correction of guests concerns.
26. Ability to recall information.
27. Ability to hear directions and follow verbal instructions.
28. Ability to tolerate extreme heat, extreme cold, and humidity necessary to work in kitchens, walk-ins, freezers, climate changes, and work outside.
29. Ability to tolerate detergents and chemicals such as, but not limited to, dish liquids, bleach, Tide, degreaser, oven cleaner and other chemicals necessary to clean/sanitize equipment and environment.
30. Ability to handle accommodating a large number of guests at one time, changes in work schedule and job assignments.
31. Ability to work with others in a friendly, positive manner.
32. Able to perform other duties as assigned.