

Job Description Checklist - Cleaning and Grounds Maintenance Crew

Why is this job important: The Cleaning and Grounds crew is essential in creating a comfortable environment for our guests and keeping the Kitchen and Store running smoothly. One of the biggest influences on a guest's experience is cleanliness; this makes them more comfortable on the grounds, increases purchases, makes them more willing to enjoy everything we have to offer, and happy to spend more time here. The cleaning crew keeps production moving in the kitchen by ensuring all necessary instruments are clean and available, and work spaces are clean and maintained during busy days.

Minimum Level of Service Requirement:

As a member of the cleaning crew you **MUST**:

- Smile, be welcoming and attentive in all interactions with guests.
- Follow proper protocol when cleaning dishes.
- Be responsible for all cleaning duties including but not restricted to: dishes, sweeping, mopping, disposing of trash, maintaining restrooms, cleaning tables, and other various cleaning tasks.
- Keep the dish area clean and tidy, frequently wiping and sanitizing surfaces, following board of health cleanliness standards.
- Keep the picnic area clean and tidy, periodically walking through picking up trash, sweeping concrete, and cleaning tables.
- Maintain bathrooms during hours of operation, including stocking, sweeping, and wiping down surfaces.
- Know where backup stock is stored, and notify the manager when supplies are getting low.
- Help put orders away.
- Assist the kitchen and service staff, including simple food prep and keeping necessities stocked.

What makes employee service GREAT at this job:

Serving our guests promptly and with a smile. Making sure they have a clean area to enjoy their selections, and removing trash and trays for them if possible. Having positive interactions with customers every time! Being self motivated and able to recognize what areas need to be cleaned, and cleaning them!