

Front of House Job Description

Front of House refers to the essential and dynamic task of serving as the “face” of Menla, i.e. being the primary interface between our many diverse guests and the Menla staff. Since customer service is the most important aspect of this position, it is crucial that the Front of House staff be able to successfully and dependably multi-task all day long as well as be consistently helpful, positive, flexible, attentive, and kind. While office and computer skills comprise the core skill set of this job, we all wear many hats and need to be able to jump in where needed and help. We are a one-of-a-kind business, and we all work hard and go out of our way to ensure that at the end of the day the retreat participants’ experience here is uniquely transformational and healing.

This position has two main posts: the Front Desk and the Café/Bookstore. Throughout most of the season, each post requires two shifts, the morning shift (7:30am – 3:30pm) and the evening shift (1pm - 9pm), with each shift’s hours varying slightly according to the needs of each specific event. In general, we try to have two staff focus on each location over the course of the season (i.e. one for each shift), but it is often necessary to switch posts or go back and forth, even several times a day. Thus flexibility, friendliness, and a willingness to do what it takes to work together as a team to get everything done are absolutely essential. If everyone contributes equally, the hard work we do is exciting and fun, and we all derive a deep satisfaction from the much needed service we provide our guests.

Front Desk Primary Duties

- Guest hospitality—on-site as well as via phone and email (provide information and handle service requests)
- Provide general office support for the Manager and Assistant Manager (during downtimes especially, you will be assigned Special Tasks ranging from web research to maintaining our database)
- Help with registrations for Tibet House sponsored programs
- Regular computer use (knowledge of Word, Excel, POS, and Salesforce comprise the primary software we use regularly—we will provide training in POS and Salesforce)
- Check-in / Check-out
- On-site sales, maintenance of POS system, and maintenance of cash register
- Kitchen / dining room support during and after meals
- Maintain cleanliness and organization of Delos reception area, wellness wing, and bathrooms
- Schedule massages / yoga
- Check voicemail / email and help with correspondence
- Water and give love to the potted plants around Delos
- Tea/water setup and refreshment in various meeting spaces
- Help with breaking down the meeting spaces
- Occasional tasks include: bus shuttles, shopping trips, announcements, garden and housekeeping support

Café/Bookstore Primary Duties

- Guest hospitality – on-site as well as via phone and email (provide information and handle service requests)
- Prep & set out café items, maintain coffee and tea, as well as breakdown at end of day
- Provide general office support for the Manager and Assistant Manager (during downtimes especially, you will be assigned Special Tasks ranging from web research to maintaining our database)

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- Regular computer use (Word, Excel, POS, and Salesforce comprise the primary software we use regularly—we will provide training in POS and Salesforce)
- Help with registrations for Tibet House sponsored programs
- On-site sales, maintenance of POS system, and maintenance of cash register
- Tea/water setup and refreshment in various meeting spaces
- Maintain general cleanliness and orderliness of Conference Center main hall, lounge, café/bookstore, and bathrooms
- Maintain supplies (inventory and ordering in conjunction with Chef and Manager)
- Setup, troubleshoot, and sometimes operate AV equipment
- Occasional announcements
- Trash collection and breaking down the meeting spaces after events