



Cafe Team Member

Department: Food & Beverage / Guest Experience

Reports To: Operations Supervisor / General Manager

Location: The Artsnasium® – Arlington, Texas

Employment Type: Part-Time or Full-Time

Schedule: Flexible schedule including weekdays, evenings, Fridays, Saturdays, holidays, and peak operating periods

Position Summary

The **Cafe Team Member** provides friendly, efficient, and safe food and beverage service at **Artie's Creative Cafe**, the family-friendly refreshment destination inside The Artsnasium®.

Cafe Team Members help Creators and their families recharge during their Artsnasium adventure by serving approved snacks, beverages, and other café offerings while maintaining high standards for hospitality, cleanliness, food safety, product quality, and presentation.

The ideal Cafe Team Member is friendly, dependable, organized, attentive to cleanliness, comfortable working in a fast-paced environment, and committed to providing excellent service to children and families.

Key Responsibilities

Guest Service

- Welcome Creators and families to Artie's Creative Cafe with enthusiasm and professionalism.
- Provide friendly, efficient, and attentive service.
- Answer guest questions about available food, beverages, pricing, and menu offerings.
- Accurately communicate available ingredient and allergen information according to company procedures.
- Never guess when responding to allergy or dietary questions; seek assistance from management when necessary.
- Help guests make selections without using high-pressure sales tactics.
- Thank guests and help maintain a positive Artsnasium experience.

Food & Beverage Service

- Prepare and serve approved café products according to established procedures.
- Properly handle prepackaged snacks, beverages, and other approved food items.
- Follow portioning, preparation, storage, temperature, and presentation standards where applicable.
- Ensure products are fresh, properly labeled, and within approved use or expiration dates.
- Restock food, beverages, utensils, napkins, and other café supplies as needed.
- Immediately report product-quality concerns to management.
- Follow established procedures to minimize food waste.

Point-of-Sale & Transactions

- Accurately process café purchases using The Artsnasium's point-of-sale system.
- Accept approved forms of payment and provide receipts when applicable.
- Maintain accuracy and accountability when assigned to a register or cash drawer.
- Follow established procedures for promotions, discounts, refunds, and transaction adjustments.
- Never provide unauthorized discounts, refunds, complimentary products, or price adjustments.
- Report transaction discrepancies or technical issues to management.
- Protect guest payment and personal information.

Food Safety & Sanitation

- Follow all Artsnasium food-safety and sanitation procedures.
- Follow applicable local and state food-handling requirements.
- Properly wash hands and use required protective equipment when applicable.
- Prevent cross-contact and follow established allergen-safety procedures.
- Maintain appropriate food storage and temperature requirements.
- Regularly clean and sanitize counters, equipment, tables, and food-service surfaces.
- Properly dispose of waste and maintain clean trash and recycling areas.
- Immediately report spills, contamination concerns, pest activity, equipment problems, or other food-safety issues.
- Complete required food-handler training or certification when applicable.

Cafe Cleanliness

- Maintain a clean, organized, attractive, and guest-ready café throughout the operating day.
- Clean tables and seating areas regularly.
- Keep counters, service areas, beverage stations, and condiment areas organized.
- Sweep or spot-clean café areas as necessary and request additional custodial assistance when needed.
- Monitor trash receptacles and remove or report full containers according to procedure.
- Help ensure the café remains welcoming even during high-volume periods.

Inventory & Stocking

- Monitor food, beverage, packaging, and supply levels.
- Restock products throughout the shift.
- Assist with receiving and organizing café deliveries.
- Rotate inventory according to established procedures.
- Monitor expiration and use-by dates.
- Report low inventory, damaged products, or unusual product usage to management.
- Assist with scheduled inventory counts.
- Maintain clean and organized storage areas.

Opening & Closing

- Assist with opening Artie's Creative Café and preparing the area for service.
- Ensure required products, supplies, and equipment are ready before opening.
- Complete assigned opening food-safety and cleanliness checks.
- Assist with register opening and closing procedures when assigned.
- Clean and sanitize designated equipment and surfaces at closing.
- Properly store remaining products according to established procedures.
- Restock supplies and prepare the café for the next operating day.
- Report maintenance, inventory, food-safety, or operational concerns to management.

Safety

- Maintain clear and safe walkways throughout the café and seating areas.
- Respond promptly to spills and other slip-and-fall hazards.
- Follow all applicable equipment-safety procedures.
- Immediately report guest injuries, allergic reactions, safety hazards, or emergencies to management.
- Follow Artsnasium emergency, evacuation, and incident-reporting procedures.
- Never operate equipment without required training.

Team Responsibilities

- Work collaboratively with Admissions, Guest Experience, Retail, Creative Coaches, Birthday Party Hosts, Operations Supervisors, and management.
- Coordinate with Birthday Party Hosts when approved café products are included in party experiences.
- Assist with food and beverage needs for special events and other Artsnasium activities as assigned.
- Participate in required training, meetings, and professional development.
- Maintain Artsnasium uniform, appearance, attendance, and professionalism standards.
- Perform other duties necessary to support successful facility operations.

Qualifications

- High school diploma or equivalent preferred.
- Must meet all minimum age requirements established by The Artsnasium and applicable law.
- Previous café, concessions, food service, hospitality, retail, attractions, or customer-service experience preferred but not required.
- Food Handler certification required when applicable to the position; The Artsnasium may provide instructions regarding required certification.
- Friendly, welcoming, and professional personality.
- Strong attention to cleanliness and detail.
- Basic math and transaction-handling skills.
- Comfortable using point-of-sale systems and other workplace technology.
- Ability to follow food-safety procedures consistently.
- Ability to work efficiently during busy periods.
- Comfortable interacting with children and families.
- Dependable attendance and punctuality are essential.
- Must successfully complete all required background screening, training, and employment requirements.

Physical & Work Requirements

Cafe Team Members may stand and walk for extended periods.

The position may involve bending, reaching, stocking products, cleaning, carrying café supplies, and performing repetitive food-service tasks.

Team members should be comfortable working in an active family environment with music, children, crowds, food-service activity, and varying noise levels.

Reasonable accommodations may be provided in accordance with applicable law.

What We're Looking For

Artie's Creative Cafe should feel like an extension of the Artsnasium experience—not simply a place to purchase a snack.

We're looking for Cafe Team Members who understand that **cleanliness, safety, hospitality, and efficiency matter equally.**

Cafe Team Members should demonstrate:

Hospitality • Cleanliness • Safety • Accuracy • Efficiency • Integrity • Professionalism • Teamwork

Whether a family stops by for a quick drink, a snack between Creative Adventure Zones, or a moment to sit and recharge, they should receive the same warm service they experience throughout The Artsnasium.

Our Cafe Philosophy

Recharge. Refresh. Keep Creating.

Our Mission

To inspire children and families through hands-on creative experiences that cultivate imagination, confidence, learning, and joyful exploration in a safe, welcoming environment.

The Artsnasium®

Where Creativity Comes to Play.

**Every Child Is Creative.*