

Chautauqua Institution

Chautauqua, NY | chq.org | facebook.com/chq1874/



About Chautauqua Institution:

Chautauqua Institution is a community on the shores of Chautauqua Lake in southwestern New York state that comes alive each summer with a unique mix of fine and performing arts, lectures, interfaith worship and programs, and recreational activities. Chautauqua as a community celebrates, encourages and studies the arts and treats them as integral to all of learning. With symphony, opera, theater, dance, visual arts and a renowned music school, Chautauqua produces an eclectic mix of programming that can be found nowhere else.

Exchange Visitors will have the opportunity to work at one or more of the businesses located within the property, including the **Athenaeum Hotel**, **Bellinger Hall Student Dining Hall**, **Brickwalk Café**, **Afterwards Café**, **Plaza Market Convenience Store**, and **Gazebo Coffee**.



Positions Available:

Job Title	Number of Available Positions	Wage
Barista	1 - 2	The starting wage for all positions is \$12.00/hour.
Cashier	2	
Deli Worker	1 - 2	
Ice Cream Sales	1 - 2	
Host	2	
Bus Person	2	
Cook	2	
Prep Cook	2	
Kitchen Help	2	
Dishwasher	1 - 2	
Food/Buffer Runner	2	
Waitstaff/Cocktail Server	2 - 5	
Bartender	2	
Front Desk / Reservations	2	
Housekeeper	2 - 5	
Banquet Server	2 - 5	
Bell/Door Persons	2	

Employment Description: We offer a broad range of opportunities for individuals in all stages of their careers. We are known for providing a unique and outstanding Chautauqua experience for guests and employees alike, which makes us a regional employer of choice.

Seasonal employees who work approximately 20 hours a week are provided a full-season gate pass. All employees are provided a parking pass, a 50% discount on all concert tickets (some conditions apply) and the possibility of attending play and opera dress rehearsals.

We are looking for candidates with a positive attitude and a friendly personality. It's essential to be service minded, friendly and engaging. The camaraderie and teamwork is very rewarding and is the essence of working at the Chautauqua Institution. We are able to interview and hire couples and friend groups.



Baristas are responsible for making coffee and/or tea beverages to order. Baristas will be expected to learn to properly use and clean all related machinery (espresso machines, milk steamers, etc.), take customer orders and handle cash sales at a register in a fast-paced environment.

Cashiers are responsible for displaying a professional, pleasant attitude to all customers. Cashiers scan customers selected items for purchase, provide purchase transactions, and ensure proper handling of American currency, debit and credit card purchases. This position requires excellent skills in English and product knowledge. This position will provide the opportunity to work directly with the public and gain skills in American customer service. You may be expected to work in other areas of the park as directed by management.

Deli Workers are responsible for preparing hot and cold food and beverages, such as sandwiches, salads, grilled items, coffee, tea, etc. Deli workers will also be expected to assist with setup and cleanup at the beginning and/or end of the day, which includes cleaning and proper storage of food items.

Ice Cream Sellers are responsible for interacting with customers, using ice cream machines to make customer orders, scooping ice cream, learning menu items, setup and cleanup of work space, and exchanging money with customers.

Hosts are responsible for helping customers, seating them, taking their orders, using a cash register, and keeping the host station clean. You should also be prepared to help out where needed and in general help keep the restaurant clean and running smoothly.

Bus Persons are responsible for assisting the waitstaff, bringing water to the tables, clearing tables, taking out the garbage, helping to set the tables in the dining area, bringing dishes back and forth from the kitchen and generally keeping the dining room clean.

Cooks (Sous Chef, Banquet Chef, Pastry Chef, Sauté, Grill, Appetizer, & Line & Café) are responsible for preparing and cooking food orders per recipe guidelines. Cooks prepare batters, meat dishes and vegetables. Cooks provide back up to the line during busy hours, including restocking and maintaining workstations to assure plenty of product is always available. Cooks clean all workstations at the end of the day, sweeping and mopping of floors. You will be working in a high volume kitchen which serves breakfast, lunch, dinner, and custom special events such as weddings, tea parties, and bus groups.



Food Prep/Prep Cooks (Bake Shop, Pantry & Gard Manger) are responsible for assisting the cook with preparing and cooking orders per recipe guidelines. You will be chopping vegetables and meats, and maintaining workstations to assure plenty of product is always available. You will assist with cleaning all workstations at the end of the day, including sweeping and mopping of floors.

Kitchen Helpers are responsible for washing and re-shelving dishware and glassware, emptying garbage, sweeping and mopping floors, wiping down food service tables, cleaning appliances, chopping vegetables, and assisting the cook. The kitchen area at times may have high humidity and temperatures.

Dishwashers are responsible for cleaning and putting away dishes, pots and glassware that are used in the dining room, sweeping and mopping floors, emptying garbage and keeping the kitchen clean.

Food and Beverage Assistants/Food Runners are responsible for waiting on customers, answering customer questions, setting up and clearing tables, and assisting servers.

Waitstaff are responsible for waiting on customers, answering questions, writing down lunch and dinner orders, serving food and drinks, refilling water, dealing with U.S. currency, and possibly setting and clearing tables. Table service requires good people skills and English language skills, The business levels are very busy for breakfast, lunch, dinner, Sunday brunch and in the kitchen.

Bartenders are responsible for all bar liquor sales for both patrons sitting at the bar requiring service as well as servicing the waitstaff needing liquor/wine service for lunch and dinner patrons. Individual will be responsible for all drink computer entries, balancing cash, credit card, and checks. Individual will be responsible for cleaning the bar area before leaving shift ensuring that everything is wiped down, washed and put away in its proper place as well as dusting, sweeping, and washing floors behind the bar area.

Front Desk positions are responsible for displaying a professional, pleasant attitude to all customers. Job duties include greeting guests, taking reservations, checking people in and out, helping guests with problems, answering phones, handling U.S. currency, and general office help. This position will provide the opportunity to work directly with the public and gain skills in American customer service. Those interested in Front Office will learn the Opera Reservations System and this is a stepping stone toward Hotel Management.



Housekeepers are responsible for cleaning rooms, vacuuming, changing linens and towels, making beds, cleaning bathrooms, and doing laundry. You may have to use chemical cleaning products. The housekeeper cleans all public areas as assigned, ensuring proper procedure and that the checklist is followed. Housekeepers are responsible for restocking supply closets and reporting any low inventory to management staff. Housekeepers will always maintain a high level of guest/customer service when interacting with staff and guests alike.

Banquet Servers set up for events, carry trays, serve guests, and clean up at the event's conclusion. Set up can include putting out tablecloths and place settings, arranging table placement and putting up a buffet.

Bell/Door Persons are responsible for greeting guests/residents at the door, assisting with packages and taxi cabs, tracking and directing visitors, and maintaining a neat area.

Work Hours: You should expect to work an average of **40-50 hours/week** throughout the summer. All staff will sign up with their supervisor for the week, but may be scheduled with short notice for special events or weddings. The schedule is intense so there will be plenty of work for all staff. Shifts start as early as 6 am and as late as 11 pm, depending on their role that day. The staff will be in constant contact with the hotel and will be asked to work certain shifts, but their availability is a mutual decision. We will always try to accommodate desired schedules.

Work Start Dates: You should plan your U.S. arrival so you can begin working **June 1 – June 25**. The season is from June 27 to August 30. We would like to have staff here 2 weeks prior for training and orientation.

Work Finish Dates: We are looking for candidates who can finish working **August 20 – September 30**. You should be as upfront and honest as possible about your work finish date. It is customary in the U.S. to give at least two weeks notice of your final day of work.

Uniform: Please bring clean and comfortable black pants and black shoes. We will provide uniform tops. Please maintain a well groomed appearance with a minimum of piercings and tattoos.

Housing Information: We are able to provide housing to you. Dormitory housing will be available on and off site. For employees dorming off site there will be transportation provided. Rent will cost no more than **\$50 per week**. There is currently **no housing deposit** required. You will be asked to sign a **housing agreement** upon arrival.

Area Description: We are an intellectual enclave in the beautiful countryside of Western New York State. The hotel is located on the beautiful Lake Chautauqua, near Buffalo, New York and Erie, Pennsylvania. We are adjacent to the Seneca Nation Indian Reservations and the Great Lakes. We are a couple of hours drive outside of Niagara Falls, Toronto, Ontario, Pittsburg, PA., and Allegany National Park.