



Job Title: Eat Purr Love (EPL) Cafe Host

Department: Eat Purr Love Cat Café

Reports To: EPL Cat Café Manger & Assistant Manager

Classification: Part Time

SUMMARY

An Eat Purr Love Cafe Host supports daily operations, cat care, and guest services of the Eat Purr Love Cat Café enterprise on behalf of Columbus Humane. Primarily assists in creating an environment that is welcoming and ensures an outstanding experience for all guests. Provides customer service by assisting guests visiting the café to interact with cats and purchase food or retail items. Takes part in day-to day animal care including cleaning and adoption activities consistent with processes and practices of Columbus Humane. An EPL Cafe Host upholds workplace standards and expectations for performance of tasks to ensure a high quality of care for cats and creates a uniquely enjoyable experience for all guests.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Delivers outstanding guest service including greeting and establishing rapport with guests; explaining rules of the cat cafe and facilitating waiver review and signature; completing transactions of lounge cover fee, merchandise, bakery, and beverages; managing reservation manifest and walk-up traffic; making and serving beverages, bakery, and snacks to guests; inventory control; keeping the front cafe clean and organized at all times; and communicating with potential customers by email / phone.
- Provides effective cat care activities including cleaning; feeding and providing clean water daily; monitoring and noting any behavioral and/or health issues; and notifying Manager or Assistant Manager as needed.
- Creates a healthy and behaviorally enriching café environment for cats including socializing and keeping cats happy and comfortable, grooming (brushing, nail trimming), and maintaining the cleanliness of the cat lounge and the human free zone (basement) of the cafe at all times.
- Communicates inventory needs to Manager or Assistant Manager including beverages, food, and paper goods.
- Maintains work rules and standards that establish a high degree of safety for staff, guests, and all who visit the café.
- Follows proper safety protocols for people and animals and sets a high standard for quality animal handling. Responds to and records any and all incidents (injury, illness, violation of protocol, etc.) affecting café staff and guests.
- Satisfactorily completes tasks as assigned, including problem-solving and support as required.



QUALIFICATIONS

Detail-oriented and able to provide high quality customer service. Excellent communication skills. Background, education, and/or experience in hospitality and/or front line retail sales. Animal care, animal sheltering, or appropriate combination of education and experience in similar sectors a plus. Exercises good judgment when dealing with the public and staff. Committed to growing the Eat Purr Love Cat Café enterprise, maintaining the integrity of Columbus Humane's adoption program and the mission of Columbus Humane. No allergies to animals.

EXPERIENCE

Demonstrated experience in hospitality and/or front line retail sales; animal health, car and handling; customer service experience.

LANGUAGE SKILLS

Ability to read and interpret cafe procedure manual regarding technical procedures and rules. Ability to receive and respond to email correspondence. Ability to effectively present information and respond to questions from clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid Ohio Driver's License and insurable driving record.

PHYSICAL DEMANDS

Subject to animal bites and scratches while handling animals of questionable temperament. Must be able to lift up to 25 pounds with reasonable accommodation. Position may include frequent bending and stretching as well as standing for long periods of time.

WORK ENVIRONMENT

Work is performed in a retail café environment with some limited exposure to hazardous chemicals and potential of exposure to parasites and infectious diseases that can be carried and transmitted by animals.