



Hospitality – Dishwasher / Laundry Position **Job Description / Requirements**

This position is responsible for washing dishes during and after meal services of breakfast and dinner. During the day, this person does laundry. See job descriptions. The work day is a split shift of about nine hours with a 53 to 55-hour work week. These are hourly positions.

REQUIREMENTS:

Friendly, good communications skills, organized, responsible, sound work ethics, service oriented and self-motivated.

Healthy, physically fit, strong, neat and clean appearance, drug-free, and non-smoker. We have a commercial dishwasher and the trays of dishes can weigh up to 60 pounds.

SALARY: Approximately \$2618 per month based on a 53 hour work week at \$ 11.00 per hour for regular time (40 hours) and time and a half (\$16.50) for overtime. Gratuities and room and board are included.

ROOM & BOARD: Included as part of your salary. (This does not include personal items, toiletries, medicines, etc.) Other than getting to Anchorage, Alaska, your only living expenses while at the lodge will be personal items.

ACCOMMODATIONS: Employees are housed two to a cabin or room with private bathroom/shower. Laundry facilities are provided for the crew along with bedding and towels.

EMPLOYEE MEALS: Our staff enjoys hearty meals served buffet-style in the crew dining room. Some of our guides and pilots will be asked to dine in the main dining room with the guests a night or two each week. There are always snacks, cookies and other baked goods available for staff.

TIPS: Our guests stay for an entire week and we recommend that they do not tip during the week, but leave their tip at the end of their stay. The tips are pooled together and divided amongst the crew equally. Pilots, guides, chefs and lodge staff all make the same amount. Last season the gratuities were around \$500.00 per week. It takes all our crew members doing their jobs well to make the operation run smoothly and be successful.

DATES OF EMPLOYMENT: Our hospitality dishwasher / Laundry position will start on or around June 14th and continue until about September 19th,

TRANSPORTATION: Tikchik provides transportation to and from the lodge and the employees home.

DRESS CODE: The appearance of our staff sets a tone and impression for the quality of service that we provide. Clean, neat, and professional appearances reflect a high degree of

service and responsibility. We supply some of your uniforms for meal service and guest interaction, but you will be required to bring some specific items, such as khaki pants and black pants and black shoes.

For the Dishwasher position we will provide a black shirt to be worn with either the khaki or black pant or a dark color jean. No shorts or opened toed shoes are to be worn in the kitchen for health and safety concerns. Comfortable flats or a sports shoe are recommended for footwear. As the season approaches, uniforms will be chosen and we will let you know what you need to purchase and what we will provide. For day wear a casual look is fine. Acceptable attire are jeans (nice, no holes), slacks, shorts, turtlenecks, sweatshirts or polo shirts.

DAILY SCHEDULE: The daily schedule for the lodge operations starts with the preparation of breakfast, which is served to the guests at 7:00 am. The anglers fly out by 8:00 am and are away until they return at approximately 5:30 pm. Dinner is served at 7:00 pm.

Breakfast service and cleanup involves all of the hospitality staff. After breakfast cleanup, the lodge staff attends to their different assigned jobs until completed. With all of the anglers out fishing for the day, lunch is casual (with staff only), and afternoons afford some time off. All of the lodge staff will participate in preparations, serving and cleanup for the evening meal.

Staff Profile:

Owner/Operator – Bud Hodson

Manager of Hospitality - Carol Smith

Lodge/Hospitality Staff - 5

Kitchen Staff - Executive Chef, Assistant Chef, and Prep/Assistant

Guides – 14

Pilots – 4

Ground crew – 4

Meal times include the following jobs for the lodge staff:

Meal Clean-up – Responsible for all meal clean-up. For breakfast and dinner our hospitality staff provides support for meal clean up, doing dishes, and kitchen clean up.

Kitchen/meal clean up is a large part of the hospitality job. Of the 53 hours per week, our hospitality staff can expect 65% to 70% of their time to be spent with meal serving and/or clean up.

At Tikchik we offer one-week fishing trips. The exchange day is Saturday. On Saturdays, all the lodge staff assists with “turnover day”.

Guest Cabins – On Saturdays (exchange day/check-out day), all the lodge staff assists in cabin cleanup, laundry, and getting the operation ready for the new guests.

Work Week: All the hospitality/lodge staff positions are 6 days per week in daily split shifts. Approximately 53 hours per week.

RESPONSIBILITIES: We require our crew to present themselves in a professional manner at all times. Our guests arrive on Saturday and depart the following Saturday. This means that we always have guests at the lodge. We will operate with a full guest schedule for 15 weeks straight. Our employees will be working six days a week.

The hospitality/lodge positions require people who are early risers, energetic, healthy, and have the ability to handle the demands of a split shift. We are looking for people who are presentable, friendly, and can project a hearty welcome to our guests. We would like all of our personnel to have a positive attitude, show extraordinary manners, and be courteous at all times. Because we are isolated and all work and live together, our staff must get along. We need people who can work together as team players and can cooperate easily with others.

We require our staff to be non-smokers.

No Drugs.

Sorry, no pets.

Our standards and expectations of our staff are exceedingly high. We expect our facilities to be kept spotlessly clean, meals excellently presented and served, and our guest services and relations to be outstanding. Be prepared to work very hard and with great enthusiasm! We want our employees to have fun, but Tikchik Narrows Lodge is a vacation / fishing resort for our guests, not for our employees. During your time off, you may enjoy our beautiful wilderness setting and activities, such as hiking, kayaking, fishing, etc.

TIKCHIK NARROWS LODGE IS ONE OF THE FINEST SPORTFISHING OPERATIONS IN THE WORLD. WE HAVE THIS REPUTATION BECAUSE OUR EMPLOYEES ARE DEDICATED PROFESSIONALS. DRUGS, ALCOHOL ABUSE, AND "PARTYING" WILL NOT BE TOLERATED!



DISHWASHER & LAUNDRY

JOB DESCRIPTIONS

AM Dish Position

START 6.15 AM

The morning Dish person is responsible for washing crew and guest breakfast dishes and helping Server and Lunch person if needed.

Before Breakfast

- Start dishes - there will usually be the morning chef's dishes or leftovers from the previous night and some barware
- Check if Server needs help
- Start a load of laundry if not already going

During and After Breakfast

- Wash crew and guest breakfast dishes
- Wipe down kitchen area and sink, empty sink & dishwasher strainers of food
- Place clean dry towels on bench
- Refill cleaning products under sink – 409 / Spray & Wash / Windex / Soft Scrub / Dish Powder etc
- Check sanitizer
- Refill drawer with “dry” and “kitchen” towels
- Help with general kitchen cleanup
- Empty dirty towel baskets and take to laundry

HAVE BREAKFAST

LAUNDRY

START: 9.00 AM

Guest Cabins

- Collect all dirty towels, wet facecloths, damp towels, bathmats etc & laundry bags from guest cabins
- Wash, dry, fold and restock towels etc and personal laundry from guest cabins

Wash/Dry Temperatures

White linens: White-Hot wash: High temp dry

Guest laundry: Cold wash always: Low temp or permanent press always

Use BLEACH sparingly and only on white linens – NEVER on guest laundry.

LOOK FOR STAINS

- SPRAY AND WASH for small marks or if bigger areas*
 - SOAK in a mild solution of bleach if necessary*
- Broken glass should be taken to lodge laundry room broken glass receptacle.
 - Launder comforter covers, shams, bed skirts, guest shower curtains as needed.

ON FRIDAYS STAGE TURNOVER BEDDING UNDER CABIN BEDS IN MESH BAGS

Sauna Area

- Collect all dirty towels
- Launder any towels and restock bath size towels in shower area

- Keep showers clean; remove used soaps and shampoos; Comet scrub 2x week
Note: Walls need constant attention as do light fixtures etc in shower and toilet due to
the ash from the fire attaching itself to all surfaces
- Clean toilet, empty trash. Always make sure there is a spare toilet paper in toilet
- Check inside sauna, sweep/vacuum floor and leave clean. Dustbust as needed. Remove any items left in there.
- Wipe down sauna seating area with hot water mixed with mild dish soap daily
- On Fridays, wipe down walls and seating area.
- Sweep/mop floors; vacuum carpet; sweep porch and steps
- Clean windows and remove any bugs on sills and light fixtures

Laundry Room

- Launder all cleaning towels
- Launder any miscellaneous items “that turn up”. If it gets ridiculous tell the Hosp Mgr. Crew should be doing their own towels, sheets etc
- Launder Out camp guide laundry when sent in and return to dock to go out next day
- Launder Sunset camp linens when sent in and return to the dock to go out the next day
- Clean all lint screens, check before you start as staff use dryers in evening
- Wipe down all washing machines, dryers and counter tops daily
- Wipe down all cupboard doors and inside drawers and cupboards as needed
- Keep cupboards and linen closet organized
- All linens to be folded properly and stacked neatly on shelves

- Sweep floor, porch and steps daily
- Mop floor daily / remember to mop sauna bathrooms daily also
- Clean big dryer’s lint-trap compartment once a week
- Clean out bugs from overhead lights as needed
- Restock staff coffee and paper cups

Inventory

- Monitor the quality and cleanliness of guest towels and linens
- Monitor the inventory of all laundry and cabin cleaning supplies
- Monitor the inventory of cabin amenities (shampoo, lotion, soaps, etc.)
- Monitor the inventory of all coffees, creamer, sugar, tea, etc.

Tell the Hospitality Manager

- Any products that need to be ordered “before” it runs out!!!!
- Anything broken that needs to be repaired
- Guest linens that have been ripped, need fixed, need to be thrown etc

PM Dish Position

START 5.00 PM

The PM Dish person is responsible for all the dishes coming through the kitchen from 5PM to the end of the evening. He/she may have to dry at times also.

NOTE: From around 6pm onwards guests are in the Lodge. During dinner please do your job as quietly as you can and talk quietly.

- Wash and Dry dishes, guest lunches (if any) and any dishes in crew bus tubs
- Wash and return clean items to lunch room and take dirty ones until all done
- Will need to dry while Dry person is helping clean guest lunches.

5.30 PM – 6.00PM – HAVE DINNER

6.00 PM

- Continue with dishes and help with guest lunch clean up
- All dishes and glasses are washed by hand before going in the dishwasher as the dishwasher is a hot wash/rinse only to sterilize the contents
- It is best to put glasses on a tray of their own to avoid breakage. Place any broken glass in the plastic “Broken Glass” Bucket. **Please be very careful with glassware especially as they come out of the dishwasher. When very hot they will break and crack easily.**
- Ready two containers with hot soapy water for silverware so that they can be swapped out during service.
- Ready one container with hot soapy water for steak knives so that it does not cover the handles. Do not put in dishwasher.

7.00 PM – to end of shift

- While dinner is being served, standby with a clean hot, wet cloth to wipe spots etc of plates before they are taken out to the guests
- Help the servers to pick up the plates as they can be awkward to lift off the table
- When all dishes are done
 - 1.Clean out dishwasher strainer tray
 - 2.Wipe down all surfaces i.e. cupboards, bench, dishwasher etc
 - 3.Fill Sterilizer container – 1 tablespoon of bleach – fill container with water
 - 4.Windex window above sink
 - 5.Clean out all sink strainers and wipe down sinks
 - 6.Have clean dry towels on bench
 - 7.Take out dirty/used towels and start a load of laundry
 - 8.Take out mats and mop floor
 - 9.**Leave kitchen clean and tidy**

REMEMBER: We all help each other so that we finish the evening service at the same time