



Staff Application

Please fill out this application completely and to the best of your ability. Be honest with your answers because we put a lot of weight on the information you give us and it is the best way for us to get to know you a little bit prior to meeting you.

Name: _____ Date of Application: _____

Referred by (if applicable): _____

Address: _____

Phone: _____ Is this your personal cell phone? _____

Email: _____ Do you check it daily/regularly _____

Our Positions:

DISHWASHER: Shifts range in length from 3 to 8 hours. Typical shifts include: 7am to 1pm/2pm, 9am-CL, 1pm-CL, 2pm-CL. Daytime shifts are generally reserved for full time dishwashers. Closing shifts are generally a good fit for students. Must be able to move with speed and intention. We are a very busy restaurant, so if you are not organized, dishes will pile up quickly. Good position for those interested in getting restaurant experience. Successful dishwashers will move into prep, and then cooking as positions become available.

COOK: Full availability preferred. Typical shifts begin at 6am, 7am, 7:30am, 8:00am-CL, 8:30am-CL (shifts may start later during the winter). Must have some cooking experience. Must be able to stand on your feet for long hours. Must work well with a team and stay calm under pressure.

SERVER: Serving positions are mostly reserved for our current hosts, though we have been known to hire some servers who do not currently work here who have prior experience. Hosting for ~2 weeks is required in order to gain the base knowledge of our operations in order to be a successful server. After that, training is ~2 weeks of shadowing and taking small sections. We use a symbol system for tickets, so ample studying and a final test after training is required. Typical shifts begin anywhere between 6am and 9am-CL. Weekend and closing shifts are required for new staff. Servers must be over-the-top friendly, engaging, helpful, and have a team mentality.

HOST: Host duties range from managing the waitlist, seating, taking drink orders, making drinks, ringing payments, answering the phone etc. Positions assigned: Waitlist, Seating, Drink Orders, Espresso, Alcohol, Bussing. Our hosts stay busy at all times and work as a team. Being able to move quickly, take direction, and stay calm under pressure are imperative. Being outgoing, friendly, and enjoying customer service are of the utmost importance. Typical shifts begin between 7am and 9am and last between 5 to 7 hours.

BUSSER: This position is great for high school students looking to work weekends throughout the school year. Summer shifts are daily. Shifts range from 3 to 5 hours and typical shifts include 8:30am-12pm, 8:45am, 9:15am, 12pm-CL. Must be able to move quickly, lift heavy bus tubs, multi-task, and take direction well.

Which position are you applying for? Please check all that apply:

Cook Dishwasher Server Host Busser

How many hours and days a week would you like to work? _____

What date would you be able to start working? _____

Are you available weekdays from 7am to 3pm/4pm? _____

If not, explain why: _____

Are you available Saturdays? _____ Are you available Sundays? _____

Are you a student? If so, please respond below. If not, please skip ahead.

School & expected year of graduation: _____

Are you available to work all year long or summer only? _____

If you are applying for summer only, what date would you have to stop working? _____

If in school, please enter your school schedule below:

MONDAY _____

THURSDAY _____

TUESDAY _____

FRIDAY _____

WEDNESDAY _____

END OF STUDENT SECTION

The Maple Counter Cafe is open Monday - Thursday 7am to 2pm and Friday – Sunday 7am to 3pm. Closing generally takes about 1 to 2 hours depending on the position. All employees are asked to be available for weekend shifts. We do try to work with each employee’s schedule and we ask for the same effort on your part when it comes to you being available weekends and holidays. Having said that, we understand there are times when you have other commitments. Please list your current, or expected, commitments when you will be unable to work: (for example if you are playing an after-school sport, or if you have another job)

Is there anything else that you want to mention that will affect your ability to work at The Maple Counter Cafe?

We’d like 2 professional references please: (teacher, former boss or supervisor, mentor, coach). We do check references, so please ask permission and let the people you list below know that we will be calling.

1. Name: _____ Phone: _____
Relationship to you: _____
2. Name: _____ Phone: _____
Relationship to you: _____

What are your top 3 strengths that will be an asset to the crew at The Maple Counter Cafe?

1. _____
2. _____
3. _____

What is your most frequently used emoji when texting? _____

Previous Work Experience? Yes _____ No, this will be my first job _____

1. Company _____ Position _____ Dates _____
Why did you leave this position? _____
2. Company _____ Position _____ Dates _____
Why did you leave this position? _____
3. Company _____ Position _____ Dates _____
Why did you leave this position? _____

Please read through **our requirements:**

- Our staff members must be friendly, courteous, and kind with our both customers and co-workers. Professionalism and respect are expected at all times.
- We are open for ALL Spring, Summer and Fall holidays. **It is required that you be available for shifts on Mother's Day, Whitman Graduation weekend, Memorial Day weekend, WWU Graduation week/weekend, July 4, and Labor Day weekend. Do you agree to accept shifts on these holidays/weekends? Yes_____ No _____ (please initial)**
- We strive for a team environment amongst our staff. Please treat your fellow staff members with the same respect that you deserve in return. All staff members share the work load and the job assignments.
- Commitment to your assigned schedule is mandatory. If you are scheduled to work and for some reason you are unable to meet that responsibility, then it is required that you contact your fellow staff members well in advance to find a substitute. Once you have found someone to fill your shift, you must submit the request thru our scheduling app (7shifts) Shift Pool. Failure to show up for your shift, without an appropriate reason, is grounds for immediate dismissal from your position.
- A valid Washington State Food Handler Card is required and the test can be taken online at ww.foodworkercard.wa.gov. It is preferable you include a copy of your Food Handler Card with your application.
- A strong work ethic is a must. Working at a restaurant may sound like a fun job and we hope that you will find it to be just that, but it is also very hard work. Our restaurant is extremely fast-paced and whether you are working in the kitchen or up front, we expect constant movement. There is *always* something to do, and standing around is not tolerated.
- If you are having difficulties in our work environment, please share your concerns with a manager so that they may be addressed and we can work together to correct and improve the situation. Gossiping or complaining about work, either in the restaurant or outside of work in a public forum, is disrespectful and is grounds for dismissal from your position. We expect you to keep all conversations positive while at work. Energy is contagious, and when you stay positive despite the stress, it will help make your job more enjoyable, and the job of those around you who will be feeding off of your energy.
- A sense of humor is required. Please bring it with you each time you work a shift. Above all, we hire staff members who are friendly and who are willing to learn as well as follow direction and who take initiative and lead by example.

I've read and understand these requirements and job responsibilities and will commit to them:

X_____

ONE FINAL QUESTION: Working in a restaurant is a lot of hard work. Customer service and kitchen work alike can be demanding. It gets hot and you will be moving for hours on end. With breakfast, there's a lot of pressure to fill drink and food orders quickly and correctly. You have to work weekends when others are out having fun. You have to enjoy working as part of a team. You have to be willing to pick up trash, clean bathrooms, floors, etc., and do it with a smile. Do you think you can handle it? Use the rest of this page to tell us why you think you will like it. (You don't have to write a long essay – just a few sentences to tell us why you feel you'll enjoy being part of our team – but we base a lot of our decision on how you answer this.)

Once you have completed this application, we prefer that you drop it off, in person, at the restaurant. We would like to meet you personally and set up an interview time. We do, however, understand that this might not be possible for those of you who are away at school. In such cases, we recommend that you mail or email us (hello@maplecountercafe.com) your completed application and give us a call to let us know to watch for its arrival.