

DONNELLY COLLEGE (Experiential Learning) – Job Description 2023-2024



DONNELLY COLLEGE

Department: Academics Affairs
Location: Dragon's Den Coffee Shop

Position Title: Dragon's Den Attendant
Supervisor: Dr. Isaac Falcon

Job description:

- Greeting customers in a friendly manner as they come in and assist them as needed.
- Preparing and serving beverages for customers.
- Answering customers' questions about menu choices and spirit merchandise
- Promoting and recommending menu options to customers
- Processing payments from customers
- Keeping track of sales and inventory, and running daily, weekly, and monthly reports.
- Maintaining the shop restocked, organized, and clean.
- Taking care of equipment by maintaining it clean and using it appropriately.
- Responsible for behaving in a professional, friendly, and respectful manner (this includes no disrupting others with noise, no sleeping or putting our feet on the furniture, no cursing or using derogatory language).
- Focusing on customer satisfaction.
- Practice basic safety procedures with respect to equipment and handling hot beverages.
- Building good relationships with customers.
- Other duties as assigned.

Outcomes of Position: (check all that apply)

The student develops transferrable competencies and the ability to articulate them, to help them transition to professional life.

The student's experience has a real-world context or an applied setting. The experience includes potential for failure with manageable consequences.

The student completes assignments which are evaluated with feedback from the Supervisor.

The experience includes cycles of intention and reflection, as well as experimentation with what is learned.

The student seeks skill improvement through discipline or industry-specific application.

The student analyzes key features of their learning environment and evaluates their process as learners.