

Customer Service Job Description

Position Title: Customer Service

Summary

To provide Excellence in customer service by consistently serving each customer with a smile, getting to know each customer well, and being able to sell them the outstanding Great Harvest breads and other products with ease. To develop an intuitive sense of customer service and to devote strict attention to cleanliness detail. To establish and maintain a fast pace at the counter and throughout the store while cleaning. To lead by example, be cross-trained in several positions and to handle minor problems when the owners or managers are not in the store.

Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

1. Exhibits JOB AND PRODUCT KNOWLEDGE sufficient to merchandise breads and other products for sale to customer.
2. Exhibits ENERGY sufficient to maintain a continuous high-level of productivity and enthusiasm while on duty and possesses the stamina to work the early-morning shifts or long afternoons regularly.
3. Exhibits STRESS TOLERANCE sufficient to perform duties with a positive attitude, even when faced with difficult or unusual pressures or circumstances.
4. Exhibits ORGANIZATIONAL SKILLS sufficient to ensure that each customer is waited on within required timeframe, orders are organized and filled each day, products are shelved and labeled with accuracy, sales area is kept clean and uncluttered without slowing down the production flow.
5. Exhibits INITIATIVE sufficient to perform assigned duties without regular reminders; and sufficient to be actively engaged in improving the atmosphere of the bakery cafe.
6. Exhibits COST CONSCIOUSNESS sufficient to eliminate mistakes that would create non-sellable products.
7. Exhibits COMMUNICATION SKILLS sufficient to effectively give and receive information to customers, co-workers and management; and sufficient assertiveness to make needs and concerns known in a constructive way.
8. Serve customers in a patient, cheerful way that reflects how we value our customers, our products, and our business.
9. Work efficiently, quickly, and safely in made-to-order line.
10. Customer/sales/dining area must be kept neat and clean
11. Tasks must be done routinely and consistently--prep, bagging, cleaning, etc.
12. Prioritize all tasks with product quality and presentation in mind...bagging and merchandising/display of product is the top priority in chores.
13. Handle all cash transactions with 100% accuracy; handle cash according to policy! Be efficient and proficient in all aspects of POS operation.
14. Handle and package all products with care.
15. Hustle at all times...moving fast yet neatly and safely.
16. Develop a sharp sense of product knowledge using assigned materials and training sessions to be able to satisfactorily answer customer's questions -- be a bread expert!
17. Take special orders properly. Organize orders so that production staff can fill every order on

its due date.

18. Clean the store using checklists to our standards.
19. Help out in any assigned "Winning Hearts" projects or events.
20. Adhere to the dress code.
21. Be available extra hours during holiday seasons (Easter, Thanksgiving and Christmas at a minimum).

Skills, Education, and Certifications

Required:

- Must be at least 15 years of age and have a phone.
- Must be dependable and work all scheduled shifts, including early morning shifts.
- Must exhibit high standards of personal cleanliness and adhere to the dress code.
- Must be able to perform physically strenuous tasks throughout the production shift, with or without accommodation. Must be able to smile all day, every day and enjoy it!
- Be on time; maintain a positive attitude (must be a positive impact on bakery atmosphere and morale); maintain positive working relationship with owner, manager, and fellow crewmembers; hustle at all times... moving quickly yet neatly.

Desired

- Barista experience
- Prior food-service or customer-service experience desired but not required. On-the-job training will be provided.

Compensation

Wage

- Part-time, Starting pay of \$11-17/hr, dependent on experience-level, references, and responsibilities.

Benefits

- 401K
- Profit Sharing
- Free meals and employee discounts