

I. POSITION: Counter Attendant

II. DEPARTMENT: Bakery – FOH [Front Of House]

III. JOB SUMMARY: The Counter Attendant position will handle opening and/or closing duties depending on shift, some food line preparations, bakery merchandise stock rotation as well as other duties as assigned during lulls in service. The Counter Attendant should have a basic practical understanding of good, accurate customer service, hot and cold sandwich preparation, scaling, mixing, and First In-First Out stock rotation. This position is responsible for the daily stock and maintenance of the merchandise and seating area as well as the assistance of customer orders, questions, requests and providing customers with prompt, accurate information in person and on the phone. They will ensure a positive company image by providing courteous, friendly, and efficient service to customers and team members. They must possess a dedication to understanding and following protocol and ensure that customers have an exceptional experience.

IV. ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Listen to customers' orders, relay it to food line or appropriate department supervisor, inform customers about specials, suggestive sell and more as assigned.
- Memorize or keep readily accessible information to relay to customers.
- Prepare and/or finish pastries and/or other small goods by recipe and/or instruction.
- Ensure completion of all client demands and maintain department look for optimal organization.
- Assist in the continued organization of stocks of all perishable and nonperishable consumables.
- Monitor products and assess quality for retail.
- Maintain or embrace good knife skills and safety.
- Notify Supervisor of all product shortages and equipment maintenance issues.
- Prepare items in accordance with established scaling, portion and presentation standards.
- Maintain an inventory of fresh goods at all times while managing time effectively.
- Use food preparation equipment according to manufacturer's instructions.
- Clean and maintain stations while practicing proper safety, sanitation and organizational skills.
- FIFO receivables into walk-in cooler and freezer in a well-organized and sanitary fashion.
- Maintain a professional appearance at all times.
- Report to work as scheduled, in uniform, and ready to assume responsibilities.
- Maintain a professional relationship with all coworkers.
- Ensure that customers have a positive and memorable experience.
- Any other duties as assigned by the Counter Attendant Supervisor or Kitchen Manager (if no CAS) that fall within the scope of your training and experience or are acquired through specific on the job training.

V. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Possess or learn great listening and speaking skills to create a great experience for customers.
- Basic understanding of soup, sandwich prep and food line from beginning to end.

- Understanding and knowledge of safety, sanitation and food handling procedures and a commitment to quality and what it takes to achieve that high standard of quality.
- Ability to work calmly and effectively under pressure.
- Cooperate well with a variety of personalities and individuals and participate in a professional manner to accomplish the business goal.
- Unselfishly serve others and assist customers, employees, and suppliers in a prompt and effective manner while following bakery procedures.
- Proactive and react quickly and appropriately in identifying problems, find solutions, and make sound decisions that reflect positively on Kim's Kakery, Bakery and Café.
- Articulate information, both verbally and in writing, in a way that can be easily understood by employees, customers, and suppliers.
- Maintain a commitment to honesty, integrity, and good levels of efficiency and accuracy at all times.
- Accept responsibility for choices and decisions.
- Ability to accept constructive criticism in order to raise and maintain the performance standard.

VI. MINIMUM QUALIFICATIONS

- Six months of customer service with cashier experience is preferred but not necessary.
- Bakery or restaurant experience preferred.
- Availability on Wednesdays, Thursdays, Fridays and Saturdays is preferred.
- Ability to work a flexible schedule including early mornings, weekends and holidays as required.
- Ability to focus, avoid distraction, and work efficiently and cleanly.

VII. WORK CONDITIONS

A Counter Attendant's duties are performed primarily in the FOH bakery retail area. A Counter Attendant may be exposed to various temperature changes and work environments. Work includes walking (primarily), standing, bending, lifting and carrying products weighing up to 50 pounds. Duties also include a considerable amount of verbal communication and exposure to equipment that must be respected for safety sake for a significant portion of the work day. A Counter Attendant's hours depend on whether he or she works the opening or closing shift hours; on occasion, he or she will be required to stay until the workload is complete.

VIII. REPORTS TO: Counter Attendant Supervisor, Kitchen Manager (if no CAS) or General Manager (if no CAS or KM)

IX. SUPERVISES: none

X. COMPENSATION AND BENEFITS: Pay is proportional to ability/skill level and/or experience. Pay is hourly and Kim's Kakery, Bakery and Café does not currently offer any paid benefits.

XI. ADVANCEMENT: Kim's Kakery, Bakery and Café offers promotion from within the company to team leader and supervisor roles in several areas. At the Counter there are several stages of competency and consistency that must be achieved to advance to a supervisor level and several types of cross-training

must be developed before a candidate is to be considered for Kitchen or General Manager. On the job training will provide the necessary practical understanding of what skills and abilities are expected at the Supervisor level; research and menu item memorization off the clock may be necessary for quick advancement depending on individuals' ability to learn and apply skills and abilities learned. Eventually, a Counter Attendant will be given the opportunity to join the crew on special off-site events and should their ability and dedication become apparent they will have the opportunity to assist in Marketing and Social Media Management.

XII. RECEIPT AND ACKNOWLEDGEMENT:

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without reasonable accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of Kim's Kakery, Bakery and Café.
- I have read and understand this job description.

Print Applicant/Employee Name: _____

Applicant/Employee Signature: _____

Date: _____