



Official Title: Retail Bakery Service Associate
Department: Retail Bakery Café | 417 Healdsburg Ave, Healdsburg
Reports to: Bakery Café Manager

Primary Objective

Under general supervision of the Lead Retail Bakery Cafe Associate, the Guest Services Associate is responsible for providing excellent service to guests who visit the retail bakery cafe.

Job Functions and Responsibilities

- Observes all company rules policies
- Maintains a neat, well-groomed personal appearance at all times and observes company dress regulations
- Learns all product knowledge for products sold
- Serves guests at the table and counter
- Prepares espresso drinks as needed
- Answers telephone calls to the Retail Café
- Uses the cash register and POS system to complete sales
- Provides patient, sincere, and kind service to our guests
- Takes orders for special products
- Additional duties as required

Job Requirements

- Team oriented
- Excellent communication skills
- High School Diploma or General Education Degree
- Food handler's permit
- Ability to multi-task, quick
- Ability to follow directions well and have great organizational skills
- Availability to work weekends and holidays

Knowledge Of

- Prior bakery and cash register knowledge preferred

Salary Range

Part-time, \$15-18 per hour, plus tips

NOTE:

The essential job functions, responsibilities, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the incumbent in this position may be required to perform. The Company reserves the right, at its sole discretion, to revise this job description at any time and to require the incumbent to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change. This job description in no way creates an employment contract, implied or otherwise, and each employee remains, at all times, an "at will" employee.