

Retail Sales

Shift – days Monday through Saturday

Scope

Meet and exceed internal and external customer expectations! Meet quality standards for excellence and consistency. Create new relationships with customers and maintain relationships with current customers. Consistently educate and create a wonderful experience for every person that walks through our doors whether they are external customers or internal customers. See our Bakery as a home and our customers and co-workers as our most important guests.

Accountabilities

- Meet and exceed internal customer expectations regarding any requests
- Engage every customer – smile, make eye contact and offer to help
- Assist customers out in store front – walking with them and discussing products with them
- Keep store front & dining room cleaned, straightened, stocked and enticing for guests – follow the 5-S's in order to prioritize your actions
- Be knowledgeable regarding every product we sell (descriptions, suggestions for use, storage and product life) including café and coffees so that we can help meet customer needs vs. just “taking their order”
- Design, quote custom cakes and assist customers with special orders in the bakery, café and catering
- Handle cash and run registers, take multiple forms of payment in person and on the phone.
- Answer phones by the 2nd ring and efficiently handle customer questions and requests, qualifying wedding cake and catering calls as well.
- Rotate product to ensure the highest quality and freshness
- Ensure store is fully stocked – properly package, present, and place orders for product when needed for the store
- Produce items from Café Menu
- Complete production sheets so that bakers can manage production
- Follow ALL documented processes
- Complete daily cleaning check list for your designated shift