



## Appleberry Orchard Job Description

Position: Admission Cashier – Appleberry Acres

### **Why this job is important:**

You will be the first employee customers see as they enter our farm. You will get the customers started/directed on their memorable family fun experiences.

### **Minimum Level of Service Requirements:**

- Must smile and greet customers.
- Must know admission prices.
- Must know how to operate cash register, credit card machine & pumpkin scale, count money and make change accurately.
- Must ring up purchases accurately and make change correctly.
- Register drawer must be accurate, the money must match the register report and you must call Jessica for change and questions.
- Must know general information about farm and location of activities on the farm.
- Must know layout of Appleberry Acres, restrooms, hand-washing, stroller parking, etc.

### **What makes employee performance great at this job?**

- Those that make such a great impression and are so helpful that customers tell ME about YOU.
- Engaging with the guests, especially the kids. Helping them feel welcome and have a great experience.

### **Key scripts for employee to use with guests:**

“Are you ready to have a great time?”

“What was your favorite activity?”

“Did you get a snack from the snack shack?”

“Make sure you visit the petting farm animals!”

“Don’t forget to see the pumpkin chucker!”