



Appleberry Orchard Job Description

Position: Store Cashier

Why this job is important:

We provide superior customer service in the store and bakery, customers will get superior service in choosing and purchasing those products.

Minimum Level of Service Requirements:

- Must smile and greet customers.
- Must know how to operate the cash register and credit card machine.
- 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 say "thank you" to every guest/family/group.
- Must re-stock merchandise in-between customers, BUT GUESTS COME FIRST.
- Must set out samples and stock as needed during the day.
- Must price and stock shelves when new product arrives.
- Must clean check-out counter with Clorox cleaner.
- Must sweep and mop store area floor and run sweeper on rugs.
- Must clean restroom, including sink, mirror, stool & floor. Check soap, paper towels and toilet paper, restock if needed.
- Must windex doors, cooler doors and bakery display case.

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, asking them about their visit, what their favorite product, activity or animal was.

Key scripts for employee to use with guests:

"Did you find what you were looking for?"

"Have you tried our _____ (sampling item, new product, or bakery item)?"

"_____ is my favorite salsa!" Can use other product type.

If you have used a product in a recipe or different way than its intended, share that with the customer.

"Have fun out there!"