



Appleberry Orchard Job Description

Position: Admission Cashier

Appleberry Acres & Petting Farm Locations

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 and help put wristbands on guests.
- Must know how to operate tablet and Square POS.
- 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 what animals we have in the petting farm.
- Must know about animal feed and offer to guests.
- Must know fall crop prices and information (pumpkins, gourds, squash, mums, etc)
- Must know general information about farm, location & time of activities on the farm (for example – pig races, face painting, etc).
- Must know layout of Appleberry Acres, restrooms, hand-washing, 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 and calling them by name. 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!”