



Appleberry Orchard Job Description

Position: Baker

Why this job is important:

We make mouth-watering, home-made & fresh bakery products and want the customers to enjoy their selection and come back for more! Quality and consistency are very important in this position. You can be famous for making delicious bakery products!

Minimum Level of Service Requirements:

- Must smile and greet customers.
- Must know how to read and follow recipes precisely.
- Must know how to operate mixer, microwave and ovens.
- Must know how to package and label bakery products.
- Must know how to serve customers from bakery display case.
- Must know how to serve an apple cider slush.
- Must keep kitchen organized and utensils put away in their respective places.
- Must know how to wash dishes using the 3 step process.
- Must sweep and mop kitchen floor and wipe all counters clean.
- Must make a list of needed ingredients and supplies.
- Must put away ingredients and supplies from distributors.
- Must take bakery orders, fill out order form and put on message board.
- Must communicate with other team members.

What makes employee performance great at this job?

- A team member that makes such a great impression to a customer and are so helpful that customers tell ME about YOU.
- Engaging with the guests, asking them about their visit; and making an exceptional bakery product.

Key scripts for employee to use with guests:

"I have just made _____, it's still warm from the oven!"

"I have _____ (pies) that are here on the cooling racks."

"Having fun out there?"

"Do you need an apple cider slush to cool off?"

"Have you tried our Apple Cider Donuts?"