



## Appleberry Orchard Job Description

### Position: Bakery Server/Assistant

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

We provide exceptional home-made fresh bakery products and the smell of the baked goods fills our store. Ninety-nine percent of our customers purchase bakery products. Some of our bakery products are served fresh out of the bakery case, where you are responsible for packaging and serving the customer.

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

- Must smile and say "Hi there, what can I get you from the bakery today?" or "Have you tried our donuts?" Just making eye contact and smiling is not enough.
- Must package and label products according to packaging directions.
- Must follow First In/First Out stock rotation.
- Must wear gloves and use serving utensils.
- Must say "Thank You" to each customer and verbally direct them to the cashier when they've finished their shopping.
- Must work as a team with the baker and assist when needed.
- Must know how to read and follow recipes precisely.
- Must know how to operate mixer, microwave and ovens.
- Must know how to wash dishes using the 3 step process.
- Must know how to package and label bakery products.
- Must know how to serve an apple cider slush.
- Must keep kitchen organized and utensils put away in their respective places.
- Must sweep and mop kitchen floor and wipe all counters clean.
- Must take bakery orders, fill out order form and put on message board.

#### **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; and making an exceptional 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?"

"Don't forget to check out the pumpkin chucker!"