



Appleberry Orchard Job Description

Position: Baker

Why this job is important:

We provide exceptional home-made fresh bakery products and want the customers to enjoy their selection.

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 wash dishes using the 3 step process.
- 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 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.

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!"