



Appleberry Orchard Job Description

Position: Snack Shack Cashier/Server

Why this job is important:

Food is an important part of the experience at Appleberry Orchard. Nothing will make the guests happier than getting a refreshing drink and tasty snack.

Minimum Level of Service Requirements:

- Must smile and greet customers.
- Must work as a team with the cook, helping serve drinks and making short orders.
- Must know how to operate 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. You must call Jessica for change and any questions.
- Must clean serving windows, condiment area, porch and hand-washing sink.
- Must maintain and re-stock condiments and napkins.
- Must acknowledge the customer if you're busy with "I'll be right with you" and thanks for your patience."
- Must sweep and mop floor and wipe all counters clean.

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. Helping them feel welcome and have a great experience.

Key scripts for employee to use with guests:

"What's your favorite snack I can get for you?"

"Is it snack time, well you're in the right place!"

"Have you seen the _____?"

"Would you like a refreshing apple cider slush to drink with that?"

"Have fun out there and thanks for visiting!"