

VIROQUA FOOD CO-OP DELI COUNTER STAFF/SANDWICH PREP JOB DESCRIPTION

Purpose: To prepare and serve coffee and other drinks, and provide prompt, friendly, helpful customer service to help the deli department meet goals for sales, margin, labor costs and customer service.

Status: Reports to Asst. Counter Services Manager/ PFM
Level 1

Responsibilities:

Excellence in customer service is our primary goal. No other task should ever come before serving our customers.

Customer Service

- A. Offer consistent, fair and respectful customer interactions (both internal and external customers).
- B. Ensure a high standard to customer service store-wide according to established customer service vision and expectations.
- C. Provide product information and educational materials to customers and staff.
- D. Ensure quick response to customer questions and concerns. Maintain communication through the customer comment box.
- E. Understand and communicate the 'cooperative advantage' and the particulars of membership to shoppers and staff alike. Work to advance the mission of the Viroqua Food Co-op through outstanding service to everyone we touch every day.

I. DELI CUSTOMER SERVICE

- A. Make and serve coffee and other drinks, in prompt, friendly, courteous manner.
- B. Bus and clean up seating area to keep it clean and comfortable for customers.
- C. Make clear, legible signs as needed for deli products.
- D. Prep sandwiches ingredients and make sandwiches for counter service and case.
- E. Stock deli self-serve cases fully to give feeling of abundance.
- F. Ensure freshness of deli items by rotating and by keeping batches separate by date.
- G. Carry out established opening and closing procedures.
- H. Report customer suggestions, comments, complaints to Deli Manager.
- I. Cut, wrap and weigh cheese to maintain fully stocked cheese case

II. DEPARTMENT MAINTENANCE

- A. Pull short-date items and properly record and dispose of them, following established procedures.
- B. Remove trash promptly, sweep and mop counter areas as needed.
- C. Follow safety, storage and labeling procedures.
- D. Use equipment safely. Monitor cooler temperatures. Advise Deli Manager of equipment repair and replacement needs.
- E. Follow procedures to Alert to low supplies or out-of-stocks of basic ingredients and supplies.
- F. Participate in monthly inventory as assigned.

III. OTHER RESPONSIBILITIES

- A. Attend department and all-staff meetings.
- B. Perform other tasks assigned by Deli Manager.

QUALIFICATIONS

- Experience serving the public
- Ability to project friendly, outgoing personality
- Manual dexterity with hazardous equipment.
- Ability to handle multiple demands.
- Ability to lift 50 lbs.
- Ability to stand for long periods
- Regular, predictable attendance
- Willingness and ability to grow to meet the changing requirements of the job

Desired:

- Experience in working in deli, restaurant, catering or food service

THE FOLLOWING ARE EXPECTED OF ALL STAFF AT VIROQUA FOOD CO-OP:

Customer Service

- Knows and adheres to VFC's expectations for external and internal customer service as outlined in Employee Policy Manual.
- Recognize and act on opportunities to make a customer's day or to make it right for customers with complaints.

Communication

- Communicates openly and honestly with all others in the organization.
- You must have a working phone that receives calls and/or text without delay.
- Communicates respectfully at all times.
- Does not expose customers to internal disagreements.
- Resolves conflicts respectfully and in a timely manner, asks for assistance from appropriate supervisor as needed.
- Communicates needs promptly and efficiently.
- Participates actively in department team and all-staff meetings.
- Stays informed by reading all communications from the General Manager, managers, HR, and in department log books.

Mission Integration

- Knows and promotes the cooperative principles and values.
- Understands Viroqua Food Co-op's Mission and Ends.
- Knows Viroqua Food Co-op and Co-op history.
- Gains and shares natural foods knowledge, continually accesses new information.

Personal Effectiveness

- Reports for scheduled shifts, on-time and ready to work.
- Understands and adheres to organizational and department policy and procedures.
- Accepts and offers feedback and suggestions openly and respectfully.
- Accepts direction willingly and follows through with delegated tasks.
- Learns and adapts to new tasks or situations quickly and cooperatively.
- Maintains job-related confidentiality.
- Takes initiative to identify, report and resolve problems before they escalate.
- Operates with a sense of teamwork; incorporates into daily job.
- Provides a positive model for co-workers.

Performance Standards

Quality of Work:

- Understands technical requirements of job, applies technical knowledge consistently.
- Performs tasks accurately and efficiently, free from errors.
- Performs all tasks according to department procedure.

Quantity of Work:

- Performs tasks consistently at an acceptable rate as outlined by department supervisor.
- Organizes tasks efficiently, maintains focus and stays productive.
- Achieves established goals and expected results for the department.

Safety:

- Maintains safe work environment according to all department procedures, federal and state regulations.
- Obtains and maintains any necessary licenses.
- Wears protective clothing as required for position.