



Rheinlander Bakery Customer Service Position

The focus of this position is everything associated with creating a superb buying experience for our customers. We expect you to be a consultant to our customers concerning our baked goods and other items we sell. **THIS IS NOT A JOB FOR A SHY PERSON OR SOMEONE THAT DOES NOT ENJOY LEARNING, SERVING, AND SELLING TO OUR CUSTOMERS.** Here's a brief outline of your job duties and what we will expect from you:

1. Service of customers in a friendly and knowledgeable manner. You will be expected to follow the Rheinlander Bakery selling protocol which includes suggestive selling, promoting our signature events, promoting our fundraising events, and promoting our specialty holiday baked goods.
2. We will coach you on all of our bakery products and will expect you within one month of being hired to be able to communicate and describe the pastries and cakes accurately and palatably.
3. Restocking product in to the store. This is one of the first tasks you are trained on. This gives you the ability to visually identify the baked goods & learn about merchandizing. This task requires the ability to go in and out of our walk in Freezers and be able to withstand freezing temperatures for small period of times. This job also requires that you are able to bend, stoop, reach and also climb on a ladder.
4. We will provide you with barista training. We will expect you to learn and serve specialty beverages such as lattes, cappuccinos, chai lattes, Italian sodas, etc. in a consistent manner.
5. You will be trained to perform the closing list, which includes cleaning the cappuccino machine, cleaning the store, and restocking supplies.
6. You will be trained and perform all cleaning and sanitation tasks in our bakery task lists, including daily, weekly and monthly as assigned by your manager.
7. You may help in decorating the store for seasons and events. You may be merchandizing window displays and our store shelving and you must be able to lift up to 50 pounds in weight. You will also need to climb on a ladder.
8. You will be responsible for any bakery tasks assigned to you by your manager.

Your Performance is evaluated in the following manner:

- By average sale productivity
- Efficiency of customer service
- Consistency of availability (the less number of changes we need to do to your schedule, the more valuable you are to us)
- Ability to perform accurate cashiering (charge the correct prices, avoid over rings etc.
- Ability to minimize loss of product when restocking and serving (dropsies and breakage)
- Our customers feedback
- Your managers and co-workers feedback.

Salary, bonuses, and promotions are based on all of the above.

