☐ **Brand Ambassador (Cashier)**

Job Responsibilities:

Customer service

- The guest is the most important. Not the task.
- Greeting guests as they enter. Use an upbeat, friendly voice, have a smile on your face and make eye contact.
- Continually being aware of the guest while they are in the store.
- Learning the name of one new guest each day.
- Developing relationships with guests.
- Memorizing current in-store promotions.
- Assisting guests with item selection. Pass any information on to the manager about customer requests.
- Checking the stockroom for items not found on the sales floor.
- Answering questions by telephone using proper etiquette. Reading guest orders back to verify accuracy.

Processing purchases

- Scanning bar codes into the cash register or using quick keys.
- Processing cash and card-based payments.
- Checking IDs for age-restricted items like alcohol, tobacco and lottery.
- Bagging purchases.
- Tell all guests thank you.
- Counting cash drawers at the beginning and end of each shift to ensure that amounts are correct and that there is adequate change.

Store promotion and sales

- Suggestively selling items using current promotions and items that compliment those already in the guest's basket.
- Registering guests for The Depot Club.
- Selling favorite items at the counter.
- Receive guest orders for food or product and suggest add-ons to the orders. Relaying order information to the proper area.

Store cleaning and appearance

- Placing inventory on shelves or on the sales floor.
- Cleaning and straightening the cash-register area.
- Straightening inventory.
- Vacuuming or sweeping, cleaning, dusting, and garbage disposal.

Shift tasks and checklists

- Completing tasks on the shift checklist. Each shift will include a different set of items to be completed during the shift. The checklist items must be completed before the cashier leaves.
- Balancing tasks and customer service.

Training and education

- Paid orientation and on-the-job training will include testing on the point of sale system as well as other systems used in the normal operations of the business. Cashiers will also be required to take bi-annual exams for alcohol and tobacco education.

Advancement:

A job as a Cashier can be an excellent stepping stone into other positions within the company. A successful stint as a Cashier shows that an employee can be trusted with money and inventory, can work well with the public and can present a positive corporate image.

☐ **Foodservice Representative**

Job Responsibilities:

Customer service

- The guest is the most important. Not the task.
- Greeting guests as they enter. Use an upbeat, friendly voice, have a smile on your face and make eye contact.
- Continually being aware of the guest while they are in the store.
- Learning the name of one new guest each day.
- Developing relationships with guests.
- Memorizing current in-store promotions.
- Assisting guests with item selection. Pass any information on to the manager about customer requests.
- Checking the stockroom for items not found on the sales floor.
- Answering questions by telephone using proper etiquette. Reading guest orders back to verify accuracy.

Preparing Food

- Consistently preparing and packaging food based on The Depot guidelines.
- Stocking the hot and cold food cases.
- Preparing food using proper portion sizes to control inventory costs.
- Restocking inventory when low or out. Notifying management when products are out of stock.
- Preparing tools and filling containers used for food preparation and holding.

Store promotion and sales

- Suggestively selling items using current promotions and items complimentary to those already in the guest's basket.
- Receive guest orders for food or product and suggest add-ons to the orders.
- Presenting take-out orders to guests so they can see their order was made correctly.

Store cleaning and appearance

- Using proper hand washing and glove techniques.
- Avoiding cross-contamination of food products.
- Continually cleaning current work area.
- Labeling back-stock according to health department guidelines.
- Labeling fresh food according to health department guidelines.
- Cleaning and straightening the kitchen.
- Sweeping, mopping, cleaning, and garbage disposal.

Shift tasks and checklists

- Completing tasks on their shift checklist. Each shift will include a different set of items to be completed during the shift. The checklist items must be completed before the employee leaves.
- Balancing tasks and customer service.

Training and education

- Paid orientation and on-the-job training will include testing on foodservice, the point of sale system as well as other systems used in the normal operations of the business.

Advancement:

A job as a Foodservice Representative can be an excellent stepping stone into other positions within the company. A successful stint as a Foodservice Representative shows that the employee can succeed in a fast-paced environment, consistently produce high quality food, is properly controlling inventory, can work well with the public and can present a positive corporate image.

Wages and Benefits:

The starting wage for this position will be _____ per hour. After 90 days of employment, if the employee is averaging 37 hours or more per week, they will be eligible for full time benefits as outlined in the employee handbook.

Personality traits:

Social people who take pleasure in serving others are ideal employees.

Because all employees work directly with our clientele, they need to have a friendly demeanor and enjoy interacting with people. They also need to be ready and willing to answer questions and to help the guest as necessary.

Employees must be even-tempered, patient and understanding, because they may be required to deal with and satisfy unhappy clients.

Work conditions:

Employees must be available days, nights, weekends, and even holidays. Employees are expected to be on their feet most of their shift and are required to adhere to a dress code.

_____

Print Name

X _____   _____

Signature   Date