



Job Title:

Bakery Sales Associate

Job Summary: As Bakery Sales Associate, you will be in a customer-facing role, working at the front of the house and drive-thru window. You will have an intimate knowledge of our food and beverage menus; and above all, you should have a strong desire to create the best customer service experience by connecting with and sharing your knowledge with our customers. Your interaction with our customers sets the tone for their day, so the quality of your craft, positivity and a warm welcome are essential to your role.

Responsibilities:

You will be responsible for performing the following tasks to the highest standards:

- Serve prepared foods, like bread and pastries, and beverages including coffee and tea to customers dining-in, carrying-out, picking-up online orders or ordering via the drive-thru
- Demonstrate customer service skills - focus on quality, take pride in your work, pay close attention to order details and share knowledge of how brewing equipment operates
- Demonstrate a thorough understanding of our food and beverage menus by answering customer questions and making recommendations based on their preferences
- Maintain cleanliness of your work station, equipment and storage areas by following proper sanitation procedures, and demonstrating compliance with safe food handling and storage as required by federal, state, local and company rules and regulations
- Maintain stock of clean mugs, glasses, plates and flatware at the coffee counter
- Receive and process payments via cash and credit card
- Consistently demonstrate responsibility, team work, strong work-ethic and professionalism - report to work on time, treat customers and teammates with respect, promote personal hygiene by following proper sanitation methods and appropriate dress standards, and always present a neat, clean appearance
- Report directly to owner – actively participate in daily team huddles. Communicate customer feedback and recommend new menu items. Assist in managing food and operating costs, including minimization of waste. Assist in monitoring and maintenance of brewing equipment. Assist in any procedural checklists including supply requisitions. Assist in the development and training of new employees
- Will be required to float between drive-thru and front counter sales
- May be required to serve as Barista
- Perform other duties as assigned

Skills:

- Basic knowledge of baking and coffee brewing equipment and methods; with willingness to learn and grow your knowledge of other options
- Basic knowledge of food service terminology
- Demonstrated customer service skills (e.g. greeting customers when they enter, carefully listening to their order, genuine interest in getting to know customers)
- Strong organizational and time management skills
- Strong communication skills, written and verbal
- Ability to work effectively and efficiently in fast-paced environment

Education, Certification, Work Experience:

- Minimum six (6) months' experience as bakery sales associate. A minimum of one (1) year experience demonstrating required skills in another environment may offset the bakery sales associate experience requirement
- ServSafe certification is a plus
- Experience with drive-thru sales is a plus

Physical Requirements:

- Comfortable standing, lifting and bending for duration of shift
- Should be able to lift and carry heavy bags of flour and other ingredients, which may weigh up to fifty (50) pounds

Benefits:

- Coco Café operating hours will be Tuesday-Saturday from 7am-2pm
- Flexibility in working times with a consistent schedule and a friendly workplace
- Meals/drinks daily
- Pay commensurate with your experience
- Tuition Assistance and Bonus Opportunity available after 365 days on the job

About Coco Café: Scheduled to open in Fall 2022, Coco Café is a globally-inspired bakery and coffeehouse located in Hinckley, Ohio. We are proud to offer residents of Hinckley and surrounding communities a space to gather and enjoy expertly crafted pastries, bread and coffee. Our kitchen will be visible to customers, thereby engaging them in the baking process. All menu items will be freshly made in-house or by local cottage vendors, and will be inspired by flavors and techniques perfected in different regions of the world.

We are seeking professional, collaborative and innovative employees who are energized by helping our communities and our team thrive. If you're ready to join a start-up with immense potential for personal and professional growth, please apply today.