

## **JOB POSITION: BAKERY SALES ASSISTANT**

**Department:** Bakery

**Location:** Munich

**Starting data:** November 2015

### **Job Purpose**

Responsible for providing outstanding customer service that meets or exceeds guest expectations. Assist guests in choosing foods, products, and portion sizes. Share knowledge about the ingredients and preparation of products at counter. Weigh, label and package products as necessary. Responsible for working as a cashier at their counter ensuring accurate accounting of all transactions, collections and disbursements. Receives cash drawer at beginning of work shift, and counts money in drawer at end of shift to verify its accuracy. Collects cash and/or credit card payment from guest and make change for cash transactions.

As an ambassador of Eataly products and services, the Bakery Sales Assistant is responsible for helping to create and maintain quality experiences for each guest that comes to Eataly. Eataly ambassadors are expected to actively engage with guests and spend quality time with each customer.

### **Job Functions**

This position will require the following tasks:

- Responsible for providing outstanding customer service that meets or exceeds guest expectations.
- Weigh, label and package products as necessary.
- Stocks counter and display refrigerators neatly, accurately, and in a timely manner as per pricing menu.
- Checks to ensure that all display foods are merchandised attractively as per quality standards
- Displays and stores food in the appropriate temperature conditions as per Department of Health standards.
- Completes food preparation assignment neatly, accurately and timely.
- Maintains proper food handling, safety and sanitation standards while preparing food, serving food and clean up.
- Keeps display equipment and counters clean and free of debris.
- Cleans equipment thoroughly and promptly as necessary or assigned.
- Keeps floor in work or service area clean and free of debris.
- Cleans work station thoroughly before leaving area for other assignment or going home.
- Serves or packages food neatly and attractively as per department standards.
- Promptly informs BOH or management when food quantities or supplies are low.
- Adheres to all company and department procedures, policies, expectations and quality standards.
- Responsible for cashier duties at their counter.
- Collects cash, checks or charge payments from guests. Makes change for cash transactions, verifies information for traveler's checks and prepares charge voucher for credit card purchases.
- Receives cash bank at beginning of work shift and verifies accuracy by counting money in cash drawer (at end of shift). Ensures an accurate accounting of all transactions, collections and disbursements during work shift.
- Counts money, checks and charge payments in cash drawer at end of shift.
- May cut or portion foods to guest specifications.

## Skills / Requirements

- Ability to understand and implement written and verbal instructions.
- Previous customer service preferred.
- Must be able to perform simple mathematical calculations.
- Prior knowledge of bread and baked products is desirable.
- Must be able to stand and exert well-paced mobility for periods of up to eight hours in length.
- Excellent customer service skills.
- Speak: German (mother tongue-fluent), English (business fluent). Italian language a strong plus.
- Knowledge of Italian language, culture, food history and Slow Food principles a plus.