

JOB POSITION: SALUMI AND FORMAGGI COUNTER SALES ASSISTANT

Department: Retail

Location: Munich

Starting data: November 2015

Job Purpose

Responsible for providing outstanding customer service that meets or exceeds guest expectations. Assist guests in choosing products and portion sizes. Share knowledge about the ingredients and preparation of products at the Salumi and Cheese counter. Weigh, label and package products as necessary. May be responsible for working as a cashier at their counter.

As an ambassador of Eataly products and services, the Counter 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.
- Explains with clarity products to customers.
- 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.
- Actively ensures all items are rotated by FIFO standards.
- 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 the Department Manager when supplies are low.
- Adheres to all company and department procedures, policies, expectations and quality standards.
- Cuts and portion foods to guest specifications.

Skills / Requirements

- Demonstrated ability to understand and implement written and verbal instructions.
 - Previous customer service is required.
 - Prior knowledge of salumi and cheese is desirable.
 - Must be able to handle slicing and packaging equipment.
 - Must be able to perform simple mathematical calculations and basic computer skills.
 - Must be knowledgeable about products and inventory control.
 - German (mother tongue-fluent), English (business fluent), Italian is a plus.
 - Knowledge of Italian language, culture, food history and Slow Food principles a plus.
- Reports directly to the SaFo Department Manager

