



Gourmet to Go Attendant Position Description

Position Title: Gourmet to Go Attendant Location: N. Charles
Department: 540 – Gourmet to Go Reports to: Department Manager
FLSA: Exempt Non-Exempt EEO Category: 9-Service Workers

Position Summary:

The Gourmet to Go Attendant provides outstanding customer service, greets customers in a polite manner and is responsible for product appearance and profit achievement for the department.

Responsibilities:

- Effectively and positively interact with customers by greeting customers and providing assistance as needed.
- Reduce product waste by carefully measuring and packing orders.
- Utilize proper food handling and preparation techniques.
- Fill and maintain hot and cold items, including salad and soup bars, ensuring cleanliness and visual appeal.
- Ensure accuracy of food advertisement signs within the Gourmet to Go areas.
- Ensure products meet quality and freshness standards.
- Monitor products to ensure appropriate product availability.
- Fill and rotate products, as necessary.
- Maintain the Gourmet to Go areas by cleaning, facing, and/or organizing stock, wiping down counters and cases.
- Assist with set-up and break-down of food areas.
- Maintain knowledge of all department products and placement throughout the store.
- Build relationships with our customers.
- Advise department manager of unavailability or low availability of items.
- Perform product inventories.
- May perform some prep work.
- Work with the management team to help meet sales goals, promote upcoming events and holidays.
- Dynamically sell product by providing customers with information needed to make product-related decisions
- All other duties as assigned.

Supervisory Responsibilities:

None

Qualifications:

Education, Certifications and/or Licenses:

- High school diploma or equivalent.

Experience:

- Prior retail experience preferred but not required.
- Serve Safe Certification a plus.

Knowledge/Skills:



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- Knowledge of retail sales.
- Ability to create positive customer relationships.

- Ability to work as a team player in a fast-paced environment.
- Strong attention to detail and ability to meet deadlines.
- Able to interpret, understand and follow instructions. Ability to maintain and stick to a schedule and report on time.
- Must have a helpful, courteous approach to resolving customer complaints.
- Must be a results-oriented professional with excellent verbal/written communication skills using diplomacy and discretion.
- Must have strong customer service skills.
- Ability to dress according to the dress code.
- Ability to work a flexible schedule that includes nights, weekends and holidays is required.
- Knowledge of knife skills and proper technique of food preparation.
- Must be skilled with using various kitchen utensils, food preparation equipment, and other sharp objects.
- Perform all other duties as assigned.