



**JOB TITLE: DELI COUNTER STAFF**

**REPORTS TO: DELI MANAGER/SUPERVISOR**

Revision Date: 3/2016

**JOB FUNCTION:** To provide prompt, friendly, courteous customer service by answering questions , preparing customer requests, and efficiently pricing and labeling deli items.

**DUTIES AND RESPONSIBILITIES:**

**CUSTOMER SERVICE**

- Serve customers in a prompt, respectful, friendly and courteous manner to offer the highest quality shopping experience.
- Offer samples and suggestions for purchases, special orders and cooking instruction.
- Listen to the needs of our customers regarding orders, dietary restrictions and intolerances and respond with appropriate urgency.
- Maintain attractive displays of deli food items throughout the shift by checking abundance, freshness, eye-appeal, cleanliness and product labels.
- Answer phone calls with a prompt and courteous manner.

**MERCHANDISING**

- Display deli case, grab and go, salad bar, hot bar and deli area to give an impression of abundance.
- Package and label product following established procedures.
- Utilize appropriate signage as directed by Deli Manager and the Marketing team.

**CLEANING AND SANITATION**

- Follow established procedures for disposing of expired and unsellable product.
- With other deli staff, empty trash and recycle containers, clean up the back stock area, and compact cardboard.
- Maintain food prep areas in clean, orderly condition throughout the shift, meeting all applicable regulatory health and safety standards.
- Maintain regular and accurate temperature logs; follow proper storage and labeling procedures.
- Follow rigorous health and safety standards regarding food-safety and work-safety. Use deli equipment correctly, and report any needed repairs to supervisor.

**COMMUNICATION**

- Effectively communicate with deli counter staff regarding deli procedures, recipe ingredients, and other information helpful in informing a productive and successful deli.
- Notify Deli Manager/Supervisor of schedule needs and requests off within the established time frame.
- Communicate ingredient and supply needs to Deli Manager, Supervisor or Lead.
- Attend huddles, department meetings and store meetings as set by management.
- Communicate with the Kitchen on what is needed for the hot bar when there are low levels of items. Assist in 'Fluff and Fill' of the hot bar.

**OTHER**

- Perform other job-related tasks as assigned by Deli Manager, Supervisor or Lead.
- Abide by dress code established for deli staff.
- Participate in inventory as requested by Deli Manager/Supervisor/Lead.
- Display willingness to work as a team while respecting co-workers and holding each other accountable.

**SAFETY**

- Emphasize safety and safe body mechanics in a fast-paced department; participate in ongoing training.
- Be proactive in reducing work-related injuries; recognize and solve potentially hazardous situations, and/or bring to the attention of the Department Manager.

**QUALIFICATIONS**

- Established experience in a commercial kitchen, food service background
- Knowledge of natural foods
- Ability and willingness to adhere absolutely to special dietary requirements
- Skills required to work well with others in a busy, crowded kitchen and retail environment

**ESSENTIAL PHYSICAL REQUIREMENTS:**

- Ability to freely access all areas of the store including kitchen, offices, selling floor, stock areas, walk-in coolers and freezers
- Ability to move, lift or handle merchandise throughout the store, generally weighing up to 50 pounds, for up to 8 hours per day
- Ability to communicate effectively with suppliers, coworkers and customers
- Ability to read, write and do basic math skills accurately to complete necessary documentation
- Ability to work varied hours and days.
- Ability to stand, bend, stoop, reach, squat and walk for up to 8 hours per day
- Ability to work in various cold and hot temperatures, high humidity environment for extended periods of time
- Ability to operate equipment such as: rotisserie, Robot Coupe, food processor, bread slicer, shrink wrap machine, streamer, manual and/or electric scales, recalibrate and read thermometers, wood burning oven, convection oven, stove, knives and commercial dishwasher.

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.