

## Job Description: Server



Wicked Slush wants every customer to get a smile and a welcome. Do you aspire to maximize your potential? Do you care about delivering a great guest experience? Do you want to give back to the community? Do you believe that ice cream can bring a little happiness to people? Then we invite you to Team Up with Wicked Slush and have some fun bringing smiles to our community.

Job Description: Soft Server & Slush Server, Non-Exempt: Hourly Seasonal Worker: Wicked Slush Servers are responsible for ensuring superior guest service and the distribution of soft serve, slush, and specialty coffee.

### Essential Job Functions:

- ❖ Prepare and serve Soft Serve, Slush, Specialty Coffee Drinks (barista) and potentially food for guests.
- ❖ Must be able to be trained in proper food handling techniques.
- ❖ Following proper opening and closing procedures, including prepping machines at the beginning of the day and cleaning at the end of the night.
- ❖ Wipe down counters and tables with the proper sanitation procedures throughout the day
- ❖ Keep inventory stocked
- ❖ Learn to prepare Specialty Coffee Drinks
- ❖ Learn to properly operate cash register and handle money/credit cards/gift cards.
- ❖ Attend safety meetings.

### Qualities

- ❖ Friendly & Fast:
  - Make a great first impression; smile and greet each guest
  - Show a sense of urgency and have a drop everything attitude
  - Get to know your guests and make them regulars
  - Thank each guest and make their day!
  - Make a lasting impression -- do whatever it takes to make the customer experience the best
- ❖ While offering our great tasting product:
  - Understand your guest needs and make recommendations
  - Deliver a perfect product and complete order every time
- ❖ Teamwork
  - Work together as a team to deliver a great product and outstanding service

- Be in the right place at the right time to keep the order moving
- Say thank you to your fellow team members and make Wicked Slush Petaluma an uplifting place to work
- ❖ Show Pride in your Work
  - Look sharp and be on time
  - Keep the store clean, organized & looking great
  - Do your best to strive for excellence in everything you do

Other Responsibilities:

- ❖ All other duties as assigned by the Supervisor and General Manager

ADA Requirements

- ❖ Continuously Standing
- ❖ Repetitive use of hands and arms
- ❖ Grasping
- ❖ Pushing or Pulling
- ❖ Frequently Walking
- ❖ Lifting and or Carrying up to 30-40 pounds
- ❖ Occasionally
  - Bending Over
  - Reaching Overhead
  - Visual acuity to determine accuracy, neatness and thoroughness of work assigned and determine the safety of workplace surroundings (kitchen, storage, guests etc).

Environmental Conditions

- ❖ Occasionally works in cold temperatures inside.
- ❖ Occasionally around chemicals.
- ❖ Occasionally around wet, slippery floors or surfaces.
- ❖ Continuously working with others.

Qualifications and Education Requirements:

- ❖ Previous experience in customer service and food service preferred.
- ❖ Must have a workers permit

Supervision: Reports to the General Manager

Not a supervisory role.