



# Job Description Sheet: Sweet Shop Coordinator

Area of the Farm: Sweet Shop

**Why this role is an important part of Tuttle's:** Help provide great experience and quality food to Tuttle's guests.

<p><b>Supervisor:</b> Retail/Marketing Manager</p>	<p><b>Responsible for Supervising the Following Roles:</b> Sweet Shop Crew</p>
<p><b>Trainings Provided/Required:</b> Orientation, Cashier Training, Apple School, Supervisor Training. Serve Safe Certification.  Additional outside training as deemed appropriate.</p>	<p><b>Trainings Expected to Lead:</b> On the job sweet shop training for:</p> <ul style="list-style-type: none"> <li>• Food &amp; beverage prep procedures.</li> <li>• Daily Sweet Shop procedures.</li> <li>• Safe food handling procedures.</li> <li>• Customer service skills.</li> </ul>
<p><b>Expected Time Commitment:</b> 20-40/hours week, Mid-April through August. 30-40/hours week, September-October Must be available weekday daytime hours. Some afternoon and Saturday hours may apply.  Up to 40 hours available, but will consider good candidates with 20-30 hours of availability as long as they are available weekdays lunch hours.  Possibility of some winter hours for special events.</p>	<p><b>Work Environment:</b> Kitchen and food service environment. Concrete floor. Must be able to stand and walk for long periods. Must be able to lift 20-30lbs. consistently, occasional 50lbs. (apple crates) Fast paced. Lots of customer interaction. Operating kitchen equipment including oven, stove, and other typical café type equipment. Must be 18 years or older.</p>
<p><b>Skills &amp; Competencies: (Required):</b></p> <p><b>Enjoys preparing farm fresh food/beverages including:</b> Ability to prepare food with attention to quality, efficiency, safe food handling procedures. Ability to keep kitchen clean &amp; create good workflow. Ability to utilize farm fresh ingredients to develop menu items. Appreciation for good food and desire to make menu items guests enjoy. Previous food service experience, baking and/or meal prep experience.</p> <p><b>Excellent customer service skills including:</b> Positive tone of voice and friendliness. Provide consistent positive customer experience. Ability to operate a IPAD Square POS (training provided) Ability to provide immediate positive service recovery to negative customer feedback. Ability to accommodate groups and special requests. Ability to provide customer support via phone or email.</p> <p><b>Self-motivated.</b> Ability to multi-task and prioritize tasks as appropriate. Ability to work in a fast paced environment.</p> <p><b>Ability to create appealing visual displays of food items.</b> Ability to maintain consistent signage.</p> <p><b>Ability to train and lead coworkers. Team player.</b></p>	<p><b>Skills &amp; Competencies (Desired):</b></p> <p>Serve Safe certification. Previous food service experience in a restaurant or café setting. Previous experience supervising food service staff. Previous experience preparing farm to table menus with farm fresh ingredients. Previous bakery experience. Previous experience operating food service equipment.</p>

<b>Ability to keep records, maintain inventory records for ordering, evaluate menu item costs to meet budget.</b>	
<b><u>Planning &amp; Evaluation:</u></b> Pre-Spring planning meeting w/Retail Manger Weekly check in/inventory meeting w/Retail Manager Pre-Fall Planning Meeting w/Retail Manager End of season evaluation with retail/marketing manager	<b><u>Compensation:</u></b> Hourly, based on experience. Opportunity for fall bonus as outlined in Tuttle's expectations guide. Part-time, seasonal position. Mid-April-End of Oct.