

Deli Service Associate/Barista

The Deli Service department is one of the major faces of the Market—staff has direct contact with our guests all day long, 24/7. The department's primary objective is to provide unabashedly outstanding service for our prepared food, bakery and coffee items. Our second primary objective is to fantastically merchandise our prepared foods, bakery and coffee items with WFM style. And our third objective is to perform both great service and great merchandising with a team-oriented approach and a positive attitude and spirit each and every day.

General Duties: In our Covid 19 world our Deli Service staff has been forced to be more efficient and nimbler. General responsibilities include serving guests our great coffee and food: the making of specialty coffee drinks and drip coffee, servicing the bakery cases (cookies, pastry and the like) and servicing our takeaway, grab and go prepared food and sandwich operation.

Specific Duties: There are 4 possible stations including barista/coffee making, bakery service and merchandising, middle case/prepared food service and merchandising and cheese/provisions stocking, packing and bulking.

Coffee: Making espresso drinks to order; making drip coffee.

Bakery Service: Serving bakery items to guests and writing the correct code on boxes and containers.

Prepared Food Service: Serving pre made or pre packaged items deli salads directly to customers. He/she is responsible for filling and merchandising that deli case as well. Currently there is are no sandwich orders being taken at the deli nor is there hot case food items being served from the deli as well.

Cheese Service: Prepacking cheeses and provisions items like olives, bulk cheeses and the like.

There are many very specific procedures and policies to be learned. Examples include different containers for different foods, communications with the kitchen, bakery and cheese crew, food handling safety issues, sanitation issues, PLU numbers and scaling procedures among others.

Qualifications/Our needs:

- **Must love coffee:** Coffee/espresso barista skills a huge plus
- **Must have love and appreciation of good food**
- **Must have good stamina.** This position requires lots of movement—bending, lifting as well as standing upright so he/she must be in good physical shape. Mopping, sweeping, cleaning are a large part of the job and he/she must be able to perform these tasks well.
- **Must be organized** and be a good day planner (understand the many tasks to be done each day and be able to execute them).
- **Must be able to create and make large beautiful displays** and have good merchandising sense.
- **Being Calm under Pressure:** One must be able to communicate to others and convey information clearly and in a calm and effective way in a zoo like environment where many things are going on all at once. Being able to effectually resolve issues and handle often challenging customer concerns in a warm and thoughtful manner is required.
- **Adhering to Covid-19 policies and procedures;** this is an essential worker job with risks associated with it. Candidate must be comfortable with working under these conditions.
- **Outstanding Judgment and Decision-Making:** One must consider the relative costs and benefits of potential actions and choose the most appropriate one.

- **Love of Service:** Must actively look for ways to help people and absolutely enjoy it. Must have ability to communicate with guests clearly and effectively.
- **Strong Physical Attributes:** Must be in outstanding physical condition. This job can require you to be on your feet for more than 8 hours a day and to be able to lift and carry over 50 lbs.
- **Strong Cleaning and Sanitation Skills:** Must run a clean, tidy and safe work environment.
- **Outstanding computer skills:** Must be familiar with digital scales and be very comfortable with using them.

Education: None qualifying. 1 to 2 years work experience in retail or food is helpful but not required.

Time Commitment: Full time work, at least 30 hours a week. At least one weekend day is required. Holidays and summer time are our busiest times and require planning and commitment. While during Covid our store hours are changed temporarily, working early morning (6:30 AM) shifts and early evening shifts (till 8 pm) are required. See our website for latest store hours.

Covid 19: We are adhering to all state guidelines and are proud of providing our staff a safe workplace. See our website for all Covid 19 safety precautions.

Compensation/Hiring Guide:

- Level One: Entry level, no experience: \$12.00/hr
- Level Two: Some job related or retail experience \$13-16/hr +/- depending on experience
- Full time Market staff discount, 30%, Simple IRA/Health Insurance and Short Term Disability after vesting period, gym membership contribution, earned time off.