

Title

Ice Cream Attendant

Description

Abi's Ice Cream is a locally owned artisan ice cream shop serving premium, hand-crafted, and small-batch ice cream and treats. All our ice cream and add-in recipes have been developed especially for Abi's shop. We make our ice cream daily in-house to assure we have the freshest product possible for our guests.

The ice cream attendant's role is to ensure that each and every customer has an exceptional experience at Abi's Ice Cream. Each customer is to be served in a cheerful, friendly, professional, and timely manner. This includes greeting customers as they enter the shop and approach the Ice Cream Counter, offering and encouraging sampling of the ice cream, fulfilling customer orders including scooping ice cream, adding topping, and making milkshakes, creating espresso and hot chocolate drinks, and processing customer orders through the POS system. Additionally, each attendant will make ice cream cones from scratch during each shift.

The ice cream attendant will additionally maintain the Ice Cream Display and shop areas by assessing and completing necessary restocking and cleaning tasks daily.

Responsibilities

- Greet all customers in a cheerful, friendly and welcoming manner
- Fulfill customer ice cream and treat requests
- Prep and serve all offered ice cream dishes, including scoops, toppings, and milkshakes
- Prepare and serve all espresso drinks and hot chocolates in an efficient manner
- Mix ice cream cone batter and make ice cream cones using baking equipment
- Record customer orders into the POS System
- Keep Ice Cream Display stocked with all necessary items
- Replenishing paper supplies and toppings
- Clean and organize the Ice Cream Display when necessary
- Assist assigned employees with cleaning the customer patio area
- Keep all work surfaces and customer areas clean and tidy
- Identify customer issues/complaints and take necessary steps to correct them
- Notify management of all customer and POS System issues
- Perform returns and special transactions through the POS System
- Perform other related duties as requested
- Complete the position to specifications outlined in employment contract and as assigned by supervisor

- Complete assigned duties with opening/ closing shop each day
- Must be able to work independently

Qualifications

- A person with high energy and an outgoing and warm pleasant attitude
- A team player
- Enjoys being in a working kitchen
- Able to handle customer questions with exemplary manners
- Displays excellent communication skills both formally and informally
- Has good organizational skills
- Has a sense of humor
- Ability to take the food handlers certification is a plus
- Must be able to work nights and weekends

Physical Requirements

- Repetitive tasks, specifically in the wrists
- Ability to lift up to 30lbs

Other Requirements

- Reliable Transportation
- Able to Use Touch-Sensitive POS System
- Consent from parents if applicant is under the age of 16

Reports to

Shift Supervisor/Assistant Manager/Manager

Pay range

\$8.25/hr - \$8.75/hr based on experience and certifications