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## JOB POSTING

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### WHAT IT IS

Deli Service Associate

### YOUR COMMITMENT

Full-Time

### WHAT YOU'LL EARN

From \$16/hr.

### HOW IT IS SCHEDULED

1 Saturday or Sunday required each week

*If you are available both Saturday & Sunday, even better!*

Morning and Evening Shift availability

Holidays & Summertime are our busiest times and require planning and a commitment

Early morning shifts (6:30 AM) and Early evening shifts (till 7PM) are required

### WHO WE ARE!

The Woodstock Farmers' Market is the area's premier year-round, fresh food-focused grocery store. We are committed to creating and selling the best products sourced locally and globally, ethically and sustainably. We hire only the most service-oriented people who appreciate a fun, fair, drama-free workplace, and share our core values:

**Come with an empty cup:** have humility

**Sit at the table together:** be collaborative

**Do the right thing—always:** be honest, accountable and have integrity

**Always hungry:** relentlessly get stuff done

**Fish Cakes:** think outside the box to creatively solve problems

**Bright side:** always be positive

### OUR DEPARTMENT MISSION

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.

## OF UTMOST IMPORANCE – WHAT YOU’LL DO

- Serving guests our great coffee and food
- Making of specialty coffee drinks and drip coffee,
- Servicing the bakery cases (cookies, pastry and the like)
- Servicing our takeaway, grab and go prepared food and sandwich operation.
- Working at any of 4 possible stations: 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 premade or prepackaged items such as deli salads directly to customers.
- Filling and merchandise deli case.
- Cheese Service: Prepacking cheeses and provisions items like olives, bulk cheeses and the like.
- Following very specific procedures and policies, such as using correct containers for different foods
- Effective communications with the kitchen, bakery and cheese crew
- Adhering to food handling safety and sanitation protocols.
- Understanding appropriate application of PLU numbers and scaling procedures.
- Mopping, sweeping, cleaning deli and other store areas

*Please note that the above duties and responsibilities describe the general nature and level of work performed in this job. They should not be construed as an exhaustive listing of all job duties and responsibilities. This job description is subject to change at any time.*

## WHAT YOU’LL NEED TO SUCCEED

- Education: None qualifying. 1 to 2 years work experience in retail or food is helpful but not required.
- Must love coffee: Coffee/espresso barista skills a huge plus
- Must have appreciation of good food.
- 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.
- Be Calm under Pressure: 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.
- Ability to evaluate quality
- Outstanding Judgment and Decision-Making: Must consider 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 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.

## PHYSICAL REQUIREMENTS

- Frequently raise or lower objects up to 40 pounds from one level to another regularly
- Remain on feet in upright position for continuous periods of time
- Walk throughout store, including to other buildings and outdoor areas
- Exerting force on a regular basis so object is moved to or from team member
- Carrying objects up to 40 pounds on a regular basis
- Grasping and/or picking up objects
- Regularly reaching for objects
- Bending forward by bending at waist or bending legs and spine