

Deli Service Associate

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 in regards to the sale of our prepared food, bakery and coffee items. Our second primary objective is to merchandise our prepared foods, bakery and coffee items in our outstanding 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: Deli Service Associates are full and part time non-supervisory positions within the department. This can often be an entry level position within the department. General responsibilities specialty coffee preparation, and display skills. The biggest part of this job is service to our guests. He/she works closely with the kitchen, bakery, and sandwich station staff. In addition the deli associate will learn to open and close all stations in the deli.

Qualifications: Must have love of food, great service skills with the ability to communicate with guests and staff, good judgement and 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. Person must also be organized, have good math skills 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.

Specific Duties:

Regular and phone in sandwich ticket writing, salad case service, hot case service, merchandising and maintenance, bakery case service and maintenance with bakery crew, bakery prep and processing side work (bakery boxes, bagging cookies or quick breads, etc), drip coffee making, espresso and latte making, coffee station maintenance, coffee bean stocking and merchandising. There is limited cheese case maintenance and cheese sampling. Separate cheese and provisions department is directly responsible for most cheese merchandising and sales. There may be opportunities with meat and seafood handling, sales and merchandising for those who are cross trained in our meat and seafood department.

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

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

Time Commitment: Full time/part time work. At least one weekend day is required. Holidays and summer time are our busiest times and require planning and commitment. Early morning (6:30 AM) shifts and early evening shifts (till 8 pm) are required.

Compensation/Hiring Guide:

- \$13/+hour, depending on experience; staff discount at market, Simple IRA/Health Insurance and Short Term Disability after vesting period, gym membership contribution, earned time off.