



# DELI & GUEST EXPERIENCE REP

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## ROLE DESCRIPTION

The Deli and Guest Experience Rep at Lepp's Bakehouse is a master multitasker: a front line, customer focused staff member who creates a great guest experience for all our guests, responding to requests and showcasing the high quality products that Lepp Farm Market & Lepp's Bakehouse provides. As a part of the Lepp's Bakehouse family, Deli and Guest Experience Reps fully participate in living out our Core Values and furthering Lepp's purpose.

### LEPP'S CORE VALUES:

- Win as a Team
- Work Passionately
- Respect for All
- Fanatical Daymakers

### Lepp's Purpose

- To be the Best Place to Work and the Best Place to Shop.

## ROLE DUTIES AND RESPONSIBILITIES:

- Make guests feel welcomed by giving friendly and accurate service
- Serve in-house guests by taking items to tables and engaging with guests' needs
- Prepare the store for opening: prepare the deli case, check bathrooms, get tills ready, prep the coffee machine, assist with preparing bread for the day
- Prepare food throughout the day: making sandwiches, making deli salads, slicing meat and cheese, prepping veggies, making sauces
- Slice bread and package buns, prepare items for wholesale orders, and load into the Lepp's Bakehouse van
- Deliver wholesale orders to Lepp Farm Market using Lepp's Bakehouse van
- Deliver catering orders as requested using Lepp's Bakehouse van
- Upkeep product stock and rotation (utilizing FIFO) and recognizing and correcting, including discounting accordingly, when things aren't up to Lepp's Bakehouse quality standards
- Assist with catering: take orders over the phone or in person, and put together orders for delivery or pick up
- Prepare the store for closing: clean washrooms, clean tables, ensure dishes are washed and put away, sweep throughout the store, wipe down all surfaces and glass, close the coffee station
- Able to multitask and work efficiently while keeping guest service a priority
- Exhibit great communication skills both with guests and fellow team members

## CERTIFICATIONS/QUALIFICATIONS:

- Food Safe Level 1 (required within 3 months of hire)
- Valid driver's license and clean driver's abstract
- Occupational First Aid Level 1 (optional)

## **WORKING CONDITIONS/REQUIREMENTS:**

- Demonstrates proper MSI lifting techniques to reduce risk of injury
- Maintains a clean and safe working environment including shared workspace and common areas
- Work in the refrigerator and freezer required
- Standing for significant periods of time and bending to access meat and deli case required
- Required to lift up to 60lbs

## **REPORTS TO:**

Operations Manager and Team Lead