

# HOMESTEAD CREAMERY FARM MARKET

## CREAM TEAM MEMBER JOB DESCRIPTION

At Homestead Creamery... unyielding Integrity is required of us all.

The most important role for the Team is to deliver THE HOMESTEAD EXPERIENCE (A WOW FACTOR). The Team creates a fun, warm and friendly shopping and service experience throughout the store. They share their product knowledge and enthusiasm with customers by answering questions, offering suggestions, and walking customers to products. The Team makes sure our customers know they are welcome and cared for. The Cream Team is assigned to the following teams based on the daily needs of the store: Store Opening Team, Store Mid-Shift Team, Store Closing Team, and Store Stocker Team. The Team members move between teams based on functional need.

The Team demonstrate their commitment to our Core Values by performing the following duties under direction of Manager, Supervisors, and Shift Leaders:

### **Engages Customers by:**

- Greeting them, making eye contact, smiling, and saying hello.
- Educating self about products in order to share this knowledge.
- Answering questions and enthusiastically helping customers find items.
- Offering suggestions for meals and entertaining.
- Operating the cash register in a fun yet efficient manner, being respectful of customers' time. (Maintaining an accurate drawer count)
- Bagging groceries with care.
- Helping customers out to their car when needed.
- Promptly getting back to customers who have questions that need follow up.
- Keeping sandwich orders and Ice Cream orders consistent.

### **Prepares the store for customers by:**

- Receiving, unloading and verifying deliveries.
- Stocking shelves, regularly rotating product and recording spoils and returns.
- Building eye catching, informative merchandise displays.
- Exercising proper food handling procedures.
- Making the store shine- cleaning floors, bathrooms, break rooms, ice cream spills, etc.
- Performing appropriate parking lot and store maintenance and upkeep.

### **Works as part of a team by:**

- Being friendly, courteous and respectful of fellow crew members- having a positive attitude.
- Working with a sense of urgency within designated time frames.
- Being able to follow direction and take constructive criticism to improve job quality.
- Seeking out new assignments and responsibilities.
- Discovering ways to improve processes.
- Arriving to work on time and ready to work at the start of their shift.
- Understands the importance of safety while performing all duties.

Additional duties may include packaging items, creating signs or artwork, creating samples, etc. All tasks are important and build upon our commitment to welcome and WOW our customers. It is important that each team member contributes to a great customer experience by participating in all aspects of the job.

The Team works standing and walking throughout their shift at a fast pace. They use repetitive hand movements, and frequently lift weights up to 40-50 pounds. They may also maneuver a 2-wheeled hand truck loaded with products weighing up to 200 pounds. Portions of the shift may be performed in temperatures around or below freezing. There may be abrupt temperature changes as the Crew moves from one environment to another. We deem regular and punctual attendance part of the job.