

Baggin's Gourmet Sandwich & Catering

Job:	Phone person
Description:	Greet customers via the telephone. Provide menu knowledge, take customer orders quickly and promptly. Provide customers with information and service. Complete online orders.
Wage:	Minimum wage and up

Job tasks & duties

- ★ Read, write and comprehend at a high school level
- ★ Memorize & retain recipe ingredients and possible changes that arise
- ★ Move quickly under time restraints
- ★ Maintain positive attitude under pressure of mounting work
- ★ Delegate and communicate clearly
- ★ Understand sense of urgency at all times
- ★ Work in loud and pressured environment
- ★ Lift 20 to 30# and able to stand for prolonged periods
- ★ Awareness of self and area cleanliness
- ★ Maintain self and area cleanliness
- ★ Abide safety regulations
- ★ Hear & comprehend order/changes under pressure
- ★ Proficiency in Point of Sale computer system
- ★ Prioritize incoming calls on multi-line phone system
- ★ Create accurate & precise orders via POS system
- ★ Able to focus in loud pressure filled atmosphere
- ★ Knowledgeable on store and company information
- ★ Answer customer issues in a polite and accurate manner
- ★ Awareness of impending and surrounding sandwich orders
- ★ Knowledge of delivery areas and procedures
- ★ Knowledge of basic office equipment
- ★ Delegate and communicate for back up help & customer issues
- ★ Coordinate and organize area and maintain this status at all times

I agree and I understand this position's job duties. I am committed to mastering the above skills and job duties as well as following Baggin's policies and procedures within 30 days of this signature.

Signature-Date