

DESCRIPTION OF DUTIES

Big Softie FOH Pay and Benefits

- Starting wage \$11/hour + tips which are currently around \$7 (bringing the hourly wage to \$18). Folks with little to no experience start at \$10/hr + tips.
- Eligible for raises at 6 months, 1 year, and annually after that
- Health insurance coverage available if working at least 3 days/week
- Sick leave and PTO accrual

Company-Wide Expectations

- Must be available to work weekends
- All staff members are required to work a mix of both opening and closing shifts
- Must be able to consistently show up on time for shifts
- Must be able to provide, receive, and implement feedback
- Must be able to stand on their feet and move for 8 hours a day
- Must be able to actively problem solve

Evaluation

- New employees participate in a 30 day, 90 day, and 6 month check-in
- Employees will be reviewed annually with the owner and at least one of their direct supervisors

Daily Responsibilities

FOH daily tasks

- Develop knowledge of all soft serve, toppings, treats, health code regulations, and beverages as well as special order options
- Set up, consolidate and organize the toppings and soft serve throughout the day
- Correctly take orders and mark tickets
- Properly assemble items to order
- Preparing and serve simple coffee/tea brews
- Maintain the front of house and patio area - bussing tables, dishes, sweeping, etc
- Break down the FOH counter and soft serve machines and clean the shop at close
- Prep packaging for service
- Provide prep work support for the kitchen including processing toppings
- Pull soft serve daily to correct texture and taste
- Consistently swirl soft serve, apply toppings, roll waffle cones, and maintain soft serve machines to Big Softie standards
- Establish good flow and make items in a timely manner while maintaining consistency

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- Consistently taste soft serve and toppings from day to day
- Be able to problem solve involving the soft serve machines, shop equipment, and product - knowing who to contact if there is an issue
- Refill toppings and soft serve machines throughout the day and maintaining FIFO
- Keep a clean station

Team Communication- directly reports to store FOH manager

- Promptly alert managers to equipment malfunctions
- Promptly communicate with schedule manager about schedule changes
- Communicate with BOH on items that the shop is low on

Customer Communication

- Be kind and thorough while answering customer questions
- Field questions about orders and take special orders as needed
- Accurately communicate allergen information as needed
- Maintain knowledge of regular menu items and specialty items
- Educate our community on locality of items

Space Maintenance

- Complete weekly deep cleans
- Opening and closing the store which includes locking doors and setting alarms
- Reports leaks or other damages to property to a manager

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