



The Cake Girl, LLC---Front of the House/First Impression Job Description

We are seeking an experienced front of the house/First Impression ☺ employee, 16 years of age or older, preferably with previous experience in a bakery and/or the ability to perform the duties of the position in a professional and enthusiastic manner. You will be responsible for meeting and greeting all bakery customers in a friendly manner and establishing the “face of the business”. We have both full-time and part-time positions available. You must have reliable transportation. This is an hourly position.

Front of the House/First Impression responsibilities:

- Open the bakery and/or close daily.
- Greet customers in a friendly manner with enthusiasm in order to provide a positive experience for our customers.
- Promote items and upcoming special events.
- Answer phone in a professional and friendly manner and take orders while completing all required paperwork. Coordinate all orders with the Baker and/or Decorator to ensure accuracy.
- Accurately record a list for additional supplies needed.
- Ensure all decorated bakery items and special orders are completed on time for pick up orders.
- Work closely with the baker and decorator to ensure the timely coordination of special orders and bakery items.
- Assist other prep stations as needed.
- Attention to detail and positive personality traits are required.
- Ensure that the front counter, tables/chairs, hallway to bathroom, bathroom, and general bakery front end are clean and organized at all times.
- Ensure that the bakery display case is organized and clean.
- Ensure that the front end and bathroom are fully stocked at all times.
- Affix labels to all containers, organize all supplies, and maintain order in front end of bakery.
- Serve all bakery items and ice cream in an efficient and timely manner.
- Attention to detail when stocking and closing out cash drawer. Provide accurate records of all transactions.

Front of the House/First Impression skills:

- Ability to read, write, and perform simple math problems.
- Adhere to all health and safety regulations.
- Have the ability to meet strict deadlines and thrive in a busy, organized environment that operates from 10AM—8PM daily.
- Have excellent organizational skills and be a positive team player.
- Provide excellent and friendly customer service.
- Seeking long term employment opportunity for one year or more.
- Understand that the bakery staff works when others are playing, especially on weekends and during the busy holiday season (November 1st through December 31st), although we are closed on most major holidays.
- Agree to a pre-employment background check (criminal and driving).
- Be able to lift up to 50 lbs. on a regular basis.
- Welcome a drug free and smoke free environment.
- High School diploma or advanced degree required.

Front of the House/First Impression Dress Code:

- The Cake Girl, LLC t-shirt, black tights or jeans for females/khaki shorts or jeans for males, closed toe/non-slip shoes.
- Clean, orderly, and well-groomed appearance.