

Café and Retail Customer Service

Job Description

Summary of Key Responsibilities

- Deliver excellent customer service to all customers by providing a positive experience, connecting with customers and anticipating and responding to customer needs
- Maintain a clean and organized workplace so all employees can located resources as needed
- Provide quality food and beverages to customers, while complying to all food safety handling guidelines
- Help in the preparation of food and beverages, including, but not limited to, measuring ingredients, washing dishes
- Maintain all retail, food and beverage displays
- Maintain cleanliness of areas open to customers including, washrooms, retail area, and patios
- Provide knowledgeable answers to customer questions about topics including the farm, food or beverage products, with existing or learned knowledge
- Complete cash and debit transactions
- Maintain continuous communication about events and/or issues that may arise during shift with managers

Skills, Experience and Attitude

- Ability to learn quickly and desire to learn
- Ability to maintain calm demeanour during periods of high volume of customers or during unusual events
- Ability to work in a team
- Ability to understand and carry out written or oral instructions and ask for clarification when necessary
- Maintain a positive attitude
- Be friendly and outgoing with both customers and fellow staff members
- Previous experience in customer service
- Precious experience with cash and debit transactions
- Previous experience in food service environment
- Special skills that would be beneficial but not required: ability to speak Chinese