Candy Crew Member

Employment Type: Part Time up to 40 hours/week

Description:
Day, evening, weekends, and holiday availability a must. Sells retail candy products, provides excellent customer service, creates/maintains displays, assists with stocking supplies, completes customer education on all retail products. Makes snow cone syrups, cotton candy, and scoops ice cream. Is passionate about great food and great service. **Must be 16 or older.**

Duties:

Our performance expectations are:
· Arrives on time for all shifts, meetings, and classes
· Makes eye contact and greets guests enthusiastically
· Treats customers and co-workers with courtesy and respect
· Assists with stocking shelves, displays, and supplies
· Follows the Candy PIC guidelines and direction
· Participates in promotions and sales games
· Serves snow cones, cotton candy, and ice cream cones
· Keeps the retail area, display cases, and workstations clean and tidy at all times
· Washes, sanitizes, and puts away dishes
· Assists with general cleaning (sweeping, dusting, scrubbing, emptying garbage, sorting recyclables, etc.)
· Cheerfully assists co-workers with anything that is necessary or requested
· Asks questions or for help whenever necessary
· Finds work to do when slow
· Sorts garbage and recyclables; takes out trash in prep and customer areas as needed
· Picks up yard litter, sweeps front porch and parking areas as needed
· Keeps customer areas clean and organized
· Sweeps, vacuums, or mops floors as needed
· Knows and follows opening and closing procedures
· Directs guests to: seating, washrooms, phone, the Cafe, and Birch Bay attractions
· Positively responds to requests for assistance from co-workers, supervisors, and customers
· Notices when help is needed in all areas of the Candy Shop, takes initiative to help if possible, or lets PIC know where help is needed
· Practices good personal hygiene

We will train you to:
· Weigh and ring up candy
· Operate a point of sale system and maintain a balanced cash apron
· Scoop ice cream
· Package and wrap candy
· Shave ice, make snow cone syrups, and make snow cones
· Make popcorn and cheesecorn (if over 18)
· Make cotton candy sugars and cotton candy
· Wash dishes and use the dishwasher
· Cross train for age-appropriate Cafe work as time allows and need dictates

Qualifications:

The Success Patterns for this position are:

· Has a reputation for giving great service to guests and co-workers
· Can work a flexible schedule, including evenings, weekends, and holidays
· Can handle multiple tasks at one time
· Has good problem solving skills
· Has strong interpersonal skills
· Is able to work independently and as a member of a team
· Communicates professionally in person and on the phone
· Has neat handwriting
· Enjoys handling complexity and paradox
· Exhibits strong organizational skills
· Works very effectively as part of a team
· Recognizes when help is needed and is willing to ask for it or provide it
· Must be able to do lifting, standing, bending, reaching, reading, and basic math
· Current Washington State Food Worker Card

Successful Candidates will have the following Personal Characteristics:

· Is passionate about giving great service
· Enjoys the challenge of pleasing a difficult customer
· Is self-motivated, especially under pressure
· Detail-oriented
· Likes to have fun at work
· Is able to effectively manage their emotions in the workplace
· Enjoys working under a time crunch
· Takes pride in being consistent
· Loves to learn and takes direction with a smile
· Enjoys a challenge and creating something new
· Has a willingness to take extra steps to protect the environment