



JOB DESCRIPTION

TITLE: Deli Associate

REPORTS TO: Operations Manager and Deli Chef

DEPARTMENT: Grocery & Deli

FLSA STATUS: Non-Exempt (Hourly)

JOB SUMMARY

The Deli Associate assists customers with their food order and retail needs. They maintain product knowledge and answer inquiries. They also ensure all products are sufficiently stocked and displayed according to expiration dates. Operation of POS cash register and handling cash transactions accurately.

The Deli Associate also assists in preparation of food for customers, including slicing deli meats and cheeses, making sandwiches, salads and pricing and packaging items. Learns about new deli items and menu options quickly. Unloads daily deliveries and makes sure the deli display cases are organized and fully stocked with fresh food.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Operate cash register and handle cash transactions accurately.
- Provide exceptional customer service by greeting and assisting customers.
- Process sales transactions, returns, and exchanges.
- Utilize product knowledge to drive sales and meet customer needs.
- Promote special offers.
- Maintain cleanliness and organization of the store and deli.
- Follow food safety protocols to ensure quality and freshness of products.
- Handle cash transactions and operate the POS system.
- Provide exceptional customer service by greeting and assisting customers in locating products and answering inquiries.
- Assist in preparation and service a variety of deli items such as sandwiches, salads, and hot foods.
- Assist customers in selecting deli products and provide recommendations.
- Operate deli equipment including slicers, ovens, and steamers.
- Maintain cleanliness and organization of the deli area, including washing dishes daily.
- Follow food safety protocols to ensure quality and freshness of products.
- Perform all other duties as assigned.

The resort environment is unique in that we all share some degree of responsibility for each other and our role to collectively promote the resort in the best light possible. You will work consistently with other departments to create the overall brand image and are expected to be a team player who is willing to assist where appropriate and necessary.

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KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of food safety guidelines and procedures.
- Familiarity with Toast POS system is a plus.
- Ability to bus tables and assist with cleaning duties as needed.
- Excellent time management skills to handle multiple tasks efficiently.
- Demonstrate efficient problem-solving skills.
- Excellent communication skills both verbally and visually.
- Organization and attention to detail, positive attitude, commitment to exceptional customer services, and ability to work as part of a team.
- Experience in the resort/hospitality/food service industry helpful.

LICENSURE / CERTIFICATION REQUIREMENTS

- TEAM Certified (or within 30 days of hire).
- Food Handler Certification (or within 30 days of hire).
- Retail Tobacco Training Certification (or within 30 days of hire)
- Participate in ongoing education and training

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Ability to work a flexible schedule, which includes days, evenings, holidays, and weekend assignments.
- Must be able to lift and stack objects up to 50 pounds occasionally and frequently exert 10 to 30 pounds of force to lift, carry, push, and pull or otherwise move objects.
- Walking, sitting, and standing to a significant degree, reaching, handling, climbing stairs, balancing, pushing, kneeling, crouching, twisting/turning, bending at the waist, stooping, talking, hearing, seeing, and smelling.
- Tolerate, at times, extreme temperatures like refrigerators (36F) and kitchens (+100F) for one or more hours.
- Ability to work and handle stress arising from demands in production.

I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with my manager's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest; it is my responsibility to notify the Deli Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.

Signature

Printed Name

Date

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