



## Job Description Retail Store BOH Team Member

Reports To: Retail Store General Manager  
Position Type: Hourly Employee

### **Position Summary:**

Provide great service by delivering a great experience to our guests in terms of service, atmosphere, and quality. This includes high quality food delivered quickly and accurately as well as positive guest interactions when delivering food to guests.

### **Duties & Responsibilities:**

- Make and deliver guest orders quickly and accurately according to Kaldi's recipes and standards.
- Maintain high standards of kitchen cleanliness at all times including prep areas, dish areas, equipment, freezers/coolers, and all ceilings, walls, and floors.
- Consistency through the accurate use of company tools such as; portioning tools, par sheets, order guides, waste logs, and recipe books.
- Meet all standards for food safety set by Kaldi's and local public health regulations including vaccinations.
- Ensure necessary items are properly rotated and stocked for or available to the guest to provide an excellent overall experience. This includes properly prepared pre-made items, proper order quantities to fulfill daily guest requests, small wares, and condiments.
- Any additional duties assigned to you by the MOD or other supervisor.



**Education and/or Experience Requirements:**

High School Diploma or General Education Degree (GED) preferred.

AND

1 year of work experience in the food service industry is preferred.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent interpersonal and customer service skills.
- Ability to work in a fast paced environment with a positive attitude.
- Flexible and able to work in other workcenters as needed.
- Excellent at multi-tasking and prioritization.
- Ability to work independently with limited direction.
- Ability to make basic guest service and business decisions.