



FRONT OF HOUSE JOB SUMMARY



The main goal for Front of House (FOH) staff is to educate customers on our craft dark chocolate and how we make it. This education should be friendly and thoughtful (don't worry, we'll teach you!). In addition to educating customers about our company and products FOH staff will also be engaged in arranging our merchandise and signage in a way that shows off the quality of our products. As the first and main point of contact customers will have with Xocolatl Small Batch Chocolate, all FOH team members must represent the personality and values of the company: friendly, inclusive, down-to-earth, knowledgeable, and committed to providing a positive experience to all customers.

Roles & Responsibilities:

- Receive on-the-job training on what bean-to-bar craft chocolate is, how we make it, and learn how to taste the differences between single-origin chocolates.
- Engage with customers and teach them about bean-to-bar & single-origin chocolate, providing samples as appropriate and helping them to make selections according to their preferences.
- Be knowledgeable about our confections product line and package customers' selections for

them.

- Maintain a tidy, organized, hygienic, and attractive counter and shelving display.
- Learn how to prepare and serve both cold and hot chocolate drinks to customers.
- Participate in all-staff meetings.
- Handle credit card and cash payments.
- Clean work spaces during and after shifts and restock prior to the next shift.
- Price-tag items & enter them into inventory as needed.
- Maintain Xocolatl's standard of excellence, which is that every customer deserves, and is paying for, a high-quality item and that each item is a reflection of the brand.

Required Qualifications:

1. Must be a friendly, people-person who works well in teams.
2. Must be comfortable conversing with customers throughout your shift.
3. Must have an interest in craft-made food and dark chocolate.
4. Must be available to work at least one weekend shift.

Preferred Qualifications:

1. Previous experience working in food or hospitality is a plus.
2. Previous experience working in sales is a plus.

Wages, Hours & How to Apply:

- Base pay for this entry-level position starts at \$10 per hour, and tips are added on top of this. Our FOH staff average between \$3 and \$6 an hour in additional tips. All of our positions have opportunities for growth and advancement.
- Recruitment for this position is year-round and we recommend applying right away as we interview and hire as we receive strong applications.
- All FOH positions are part-time positions.
- All shifts are 6-8 hours.
- To apply: Please email our Retail Manager, Dan, with why you're interested in working with us at dan@xocolatlchocolate.com. Resumes welcome but not required.