

Kitchen Front of House



ROLE DESCRIPTION

The Kitchen Front of House position at Lepp Farm Market is someone who loves both serving guests and the coordination of meal preparation, working as part of the Kitchen Team. The Kitchen Front of House are front line, customer focused staff who create a great guest experience for all our guests, working efficiently and with warmth to each person who shops and works with us. As a part of the Lepp Farm Market family, the Kitchen Front of House fully participates in living out our Core Values and furthering our LFM purpose.

Lepp Farm Market Core Values:

- Win as a Team
- Work Passionately
- Respect for All
- Fanatical Daymakers

Lepp Farm Market Purpose:

- To be the Best Place to Work and the Best Place to Shop.

ROLE DUTIES AND RESPONSIBILITIES:

- Make guests feel welcomed by giving friendly, expedient, accurate and knowledgeable service
- Exhibit great communication skills both with guests and fellow team members
- Efficiently and accurately work with the till, ringing through product, properly accepting forms of payment and giving back correct change and receipts
- Proper use of hot case and product display, including taking and recording food temperatures
- Make specialty coffee and tea beverages, utilizing the espresso machine, grinder and coffee brewers
- Prepare baked goods, sandwiches, salads and other items for the grab n' go fridges
- Take catering orders and other guest requests over the phone
- Properly operate the dishwasher and utilize proper chemicals for cleaning
- Communicate any conflicts quickly and respectfully
- Prepare deli items
- Replenish low products and face items properly
- Date and label products properly
- Practice FIFO (first in, first out) when stocking
- Know when to ask the team for support and when to give support to the team

CERTIFICATIONS/QUALIFICATIONS:

- Food Safe Level 1 (required within 3 months of hire)
- Cook Level One or relevant experience is an asset
- Occupational First Aid Level 1 (optional)

WORKING CONDITIONS/REQUIREMENTS:

- Demonstrates proper MSI lifting techniques (up to 50lbs) to reduce risk of injury
- Maintains a clean and safe working environment including shared workspace and common areas

REPORTS TO:

Kitchen Manager or Kitchen Front of House Team Lead