

**CITY CENTER MARKET
DELI TEAM ASSOCIATE
JOB DESCRIPTION**

Purpose: To prepare and serve fresh, high quality food. To provide prompt, friendly service to customers.

RESPONSIBILITIES

I. CUSTOMER SERVICE

It is the responsibility of every City Center Market employee to ensure that our customers are well-served at all times. This is done primarily in four ways:

- A. Actively interacting with customers in the aisles on a daily basis so that each customer feels welcome, looks forward to returning, and has their needs met;
- B. Performing the tasks assigned to this position in an exceptional manner;
- C. Actively educating yourself about our products, natural foods, nutrition, and food preparation in order to best answer customer questions; and
- D. Using your time at work productively and efficiently, so as to spend as much time as possible with customers and so that the business' resources are used well.

II. FOOD PREPARATION

- A. Accurately prepare deli recipes as instructed, always making the indicated amount according to the production schedule. Ensure items are properly and accurately labeled with ingredients, allergens, weight, PLU and price.
- B. Offer tastes and samples and answer customer questions about ingredients.
- C. When working at the counter, cook sandwiches and pizzas as requested by customers, offer samples, and keep the counters wiped off and free of debris at all times. Ensure that the salad bar items stay looking fresh and full and that debris is always cleaned up.
- D. When working at the counter, always stay busy preparing the appropriate foods.
- E. Prepare made-to-order sandwiches as requested.
- F. Prep and ensure appropriate stock of ingredients for sandwiches, salads and other items.
 - a. Salad bar
 - b. Hot bar
 - c. Soup bar
- G. Wash and sanitize dishes, pans, utensils, etc. according to health department standards.
- H. Follow proper food rotation practices.

III. DEPARTMENT MAINTENANCE

- A. Keep deli grab-n-go case clean, stocked and looking full and attractive at all times.
- B. Maintain deli self service areas, deli cases, prep areas, dishwashing areas, walk-in cooler and walk-in freezer in clean, orderly and sanitary conditions at all times, according to health department standards.
- C. Adhere to all food safety and staff safety policies of the deli department and CCM, including proper use of all equipment. Report hazards and accidents promptly.
- D. Pull out-of-date items and properly record and dispose of them in compliance with established procedures.
- E. Complete all required closing procedures at the end of each shift.

IV. OTHER

- A. Perform other tasks assigned by Deli Manager or as directed by other senior staff.
- B. Attend department meetings, storewide meetings, and training as scheduled.
- C. Assist with quarterly inventory counts, as scheduled.

DESIRED SKILLS AND EXPERIENCE

- Food preparation experience or schooling
- Good communication skills
- Good customer service skills
- Demonstrated attention to detail and good organizational skills
- Demonstrated desire and capacity for teamwork
- Willingness and ability to grow to meet the changing requirements of the job

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to read, count and write to accurately complete all documentation.
- Ability to stand for prolonged periods
- Manual dexterity with hazardous equipment, including knives
- Ability to freely access all areas of the store including sales floor, back room, kitchen and office areas
- Ability to move or handle merchandise throughout the store including in coolers and freezers
- Ability to reach, bend, twist, rotate and kneel frequently
- Ability to process information through computer system and POS system.
- Ability to lift 50 pounds