



Great Harvest Bread Company

8801 Lead Mine Road | Raleigh, NC 27615

Phone: (919) 845-8122 | www.greatharvestbreadraleigh.com

Now Hiring: Customer Service

Purpose:

To provide excellence in customer service by consistently serving each customer with a smile, getting to know each customer well and being able to sell them the outstanding Great Harvest breads and other products with ease. To develop an intuitive sense of customer service and to devote strict attention to cleanliness detail. To establish and maintain a fast pace at the counter and throughout the store while cleaning. To lead by example, be cross-trained in several positions and to handle minor problems.

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.

1. Exhibits JOB AND PRODUCT KNOWLEDGE sufficient to merchandise breads and other products for sale to customer.
2. Exhibits ENERGY sufficient to maintain a continuous high-level of productivity and enthusiasm while on duty and possesses the stamina to work the early-morning shifts or long afternoons regularly.
3. Exhibits STRESS TOLERANCE sufficient to perform duties with a positive attitude, even when faced with difficult or unusual pressures or circumstances.
4. Exhibits ORGANIZATIONAL SKILLS sufficient to ensure that each customer is waited on within required timeframe, orders are organized and filled each day, breads are shelved and labeled with accuracy, sales area is kept clean and uncluttered without slowing down the production flow.
5. Exhibits INITIATIVE sufficient to perform assigned duties without regular reminders; and sufficient to be actively engaged in improving the atmosphere of the bakery.
6. Exhibits COST CONSCIOUSNESS sufficient to eliminate mistakes that would create non-sellable products.
7. Exhibits COMMUNICATION SKILLS sufficient to effectively give and receive information to customers, co-workers and management; and sufficient assertiveness to make needs and concerns known in a constructive way.
8. Exhibits LEADERSHIP SKILLS sufficient to lead by example, constructively direct the work of fellow employees and handle problems when they arise.

Essential Job Duties:

1. Approach all aspects of job with the following priorities in mind:
 - a. Customers always come first... they must be acknowledged and served with a sense of urgency! All customers are greeted with a smile and in a friendly manner.
 - b. Customer/sales area must be kept neat and clean
 - c. Chores must be done routinely and consistently--prep, bagging, cleaning, etc.
2. Serve customers in a patient, cheerful way that reflects how we value our customers, our



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bread, and our business.

3. Prioritize all chores with product quality and presentation in mind...bagging and merchandising/display of product is the top priority in chores.
4. Handle all cash transactions with 100% accuracy; handle cash according to policy! Be efficient and proficient in all aspects of cash register operation-- gift certificates, coupons, etc.
5. Hustle at all times...moving fast yet neatly and safely.
6. Answer phones in a way that is consistent with our standards of customer service, using a friendly and cheerful voice.
7. Develop a sharp sense of product knowledge using assigned materials and training sessions to be able to satisfactorily answer customer's questions -- be a bread expert!
8. Take special orders properly. Name and phone # of orderer are a must. Organize orders so that production staff can fill every order on its due date.
9. Clean the store using checklists to our standards.
10. Make every effort to offer our customers service above and beyond the call of duty to establish our store as excellent in customer service.
11. Help out in any assigned projects or events.
12. Adhere to the dress code.
13. Be available extra hours during holiday seasons (Easter, Thanksgiving and Christmas at a minimum).

Essential functions are job duties which are critical or fundamental to the performance of the job. The term does not include functions which are performed on an occasional basis, performed by some but not all persons in the position or that are of only marginal importance. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General Characteristics:

1. Must be at least 18 years of age and have a telephone.
2. Must be dependable and work all schedules shifts, including early morning shifts.
3. Must exhibit high standards of personal cleanliness and adhere to the dress code.
4. Must be able to perform physically strenuous tasks throughout the production shift, with or without accommodation. Must be able to smile all day, every day and enjoy it!
5. Be on time; maintain a positive attitude (must be a positive impact on bakery atmosphere and morale); maintain positive working relationship with owner, manager, and fellow crewmembers; hustle at all times... moving quickly yet neatly.

Experience:

Stable work history required. Bakery experience unnecessary; position will receive on-the-job training.

How to Apply:

Interested candidates must complete the attached application for consideration.



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Employment Application

Name: _____

Address: _____ City _____ ST _____ Zip _____

Phone: (Home) _____ (Cell) _____

Position(s) you are applying: Baker Customer Service

Are you 18 years or older? _____ Do you have a current driver's license? _____

Date you can start: _____ Desired total hours per week: _____

Preferred working days (baker hours are between 4:00 AM – 11:00 AM)

Mon: _____ Tue: _____ Wed: _____ Thu: _____ Fri: _____ Sat: _____

How did you learn about Great Harvest? _____

What are your employment goals for the next six to twelve months? _____

Employment History

Current Employer: _____ Phone: _____

Address: _____ City _____ ST _____ Zip _____

Job Duties: _____

Supervisor Name: _____ May We Contact Current Employer? _____

Employment Timeframe: From _____ To _____ Salary: From _____ To _____

Previous Employer: _____ Phone: _____

Address: _____ City _____ ST _____ Zip _____

Job Duties: _____

Supervisor Name: _____

Employment Timeframe: From _____ To _____ Salary: From _____ To _____

Reason for Leaving: _____

Previous Employer: _____ Phone: _____

Address: _____ City _____ ST _____ Zip _____

Job Duties: _____

Supervisor Name: _____

Employment Timeframe: From _____ To _____ Salary: From _____ To _____

Reason for Leaving: _____



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Education

Level completed: _____ School: _____ City: _____ ST: _____

Personal Information

1. Job related skills and abilities: _____

2. How would you describe yourself and the way you relate to others? _____

3. What do you do for relaxation and recreation? _____

4. Describe an ideal work environment: _____

Physical Record

Can you perform the functions of this job with or without accommodation, including lifting regularly, stooping and bending frequently, performing repetitive hand motions and remaining on your feet for long periods?

Yes: _____ No (please explain): _____

Personal Record

Have you ever been convicted of an offense against the law other than a minor traffic violation? _____ (A conviction does not mean you cannot be hired. The offense and how recently you were convicted will be evaluated in relation to the job for which you are applying). If yes, explain fully on an additional sheet.

Personal References

Name: _____ Relationship to person: _____

Address: _____ City: _____ ST: _____ Zip: _____

Phone: (Home) _____ (Cell) _____

Authorization

I certify that the facts contained in this application are true and complete to the best of my knowledge and understand that, if employed, falsified statements on this application are grounds for dismissal. I further authorize investigation of all statements contained herein and contact with the references listed above.

Signature: _____ Date: _____