



Job Description  
**Deli Assistant**

Created 6/7/12 by Randall Davis  
Updated 8/17/2016 by Megan Ireland-Asmus

**Goal:** To provide excellent customer service to all PFC customers by producing high quality and consistently produced prepared foods while maintaining a focus on cleanliness, food safety standards, and teamwork.

**Schedule:** Part-Time (20-40 hours a week)

**Supervisor:** Deli Manager

**Wage:** \$9.00

**Responsibilities:**

Duties include but are not limited to:

- **General**
  - Read, learn, and execute recipes within existing deli menu with efficiency, consistency, and accuracy.
  - Assist in prioritizing daily production tasks and duties according to standards set by Deli Manager.
  - Exhibit and uphold practices that are in compliance with Health Code and workplace safety standards.
  - Clean, organize, and maintain all deli preparation, storage, and display areas.
  - Attend and participate in mandatory monthly staff meetings and inventories as needed.
  
- **Merchandising**
  - Ensure that products are accurately priced, rotated, faced and attractively displayed.
  - Stock hand-washing, dishwashing, napkins, and hot bar supplies on a daily basis.
  - Maintain accurate and attractive signage.

- **Communication**
  - Use deli log as a primary means of communication with Management and staff in/ for non-emergency issues, questions, or concerns.
  - Communicate kindly, clearly, and effectively with co-workers to check in and complete tasks as a team.
  - Use POS system in functions that relate to the deli (transfers, orders, labeling, and waste tracking).
  - Maintain good working relationship with Deli Manager by communicating needs, questions, product feedback, and concerns.
  
- **Customer Service**
  - Respond promptly and courteously to all product questions and complaints, working hard to ensure that the customer and/or staff feels satisfied after any interactions.
  - Know store layout and keep in touch with the products we carry in order to respond to customers' questions quickly and efficiently.
  - Offer tastes, samples, information, and suggestions for products.
  - Acknowledge customer requests and respond quickly and appropriately.

**Skills needed:**

- Passion for food of all kinds
- Excellent organizational and communication skills
- Excellent task prioritizing
- Able to lift up to 50 pounds on a regular basis
- Ability to work independently within a team
- Excellent customer service

**Talents:**

- Fierce attention to detail
- Self-motivated
- Cooperative spirit
- Comfortable working alone with little to no direct supervision
- Organic product knowledge preferred
- Food service and/or production experience preferred