

# Deli Service Counter Clerk

## **PRIMARY OBJECTIVE:**

To provide customer service and food preparation support to the deli.

## **NATURE AND SCOPE:**

Emphasis in this position is on providing prompt, courteous and accurate service to customer as well as proper preparation and display of product. Primary learning challenge is in product knowledge, tray assembly and equipment use. Position requires ongoing moderate to heavy lifting, walking, standing, operation of deli equipment, exposure to hot surfaces and oils, social skills, judgment/decision making, reading, writing, and math. Position functions and work hours may vary according to business needs. Assignments and work direction are provided by the Deli Director/A.M. Deli Director, Shift Supervisor, or person in charge.

## **ESSENTIAL POSITION FUNCTIONS:**

1. Assists with food preparation
  - A. Properly shaves and slices meats and cheeses
  - B. Ensures proper handling, sanitation, freshness and quality of all product
  - C. Ensures proper assembly and recipes for salads, sandwiches, pizza, party trays and hot foods
  - D. Follows tare weight procedures
2. Provides customers with accurate, prompt, and courteous service
  - A. Processes orders with proper quantities, quality and price
  - B. Promotes product through suggestive selling
  - C. Utilizes correct procedures for credit returns or exchanges
  - D. Answers questions and provides assistance as appropriate
3. Fills and rotates deli cases and displays
  - A. Ensures cases and displays are full, clean and attractive
  - B. Maintains proper refrigeration and handles product properly to avoid damage
  - C. Code dates product and separates outdated or unfit product
  - D. Sets cases and displays according to instruction
4. Breaks down department and performs cleaning duties
  - A. Washes/changes salad bowls
  - B. Break down cases, ovens and fryers
  - C. Sweeps and mops floors
  - D. Uses personnel protective devices (cut resistant, chemical resistant gloves) as instructed
5. Follows all store and department policies and procedures

## **FUNCTIONAL REQUIREMENTS:**

Physical – lifting/carrying 5 to 10 lbs., equipment operation, standing, walking, reaching, crawling

Mental – judgment/decision making, math