HulaScoops

Job Title: Scooper 2

Employment Type: Part-Time
FLSA Status: Non-exempt
Department:

Job Summary

Scoopers make the world go round. They are responsible for preparing and serving gelato, frozen soft serve, and shave ice with a positive, friendly attitude and delivering excellent service to customers. They also work the register and keep the shop clean, organized, and well-stocked.

Essential Duties

- Be responsible for the daily operation of the gelato, soft serve, and shave ice counters and for making and serving items on the menu.
- Greet customers, offer samples, answer questions, and suggest products based on customer preferences.
- Accurately enter orders and process electronic payments on the point-of-sale (POS) system.
- Prepare soft-serve products, syrups, and other toppings according to recipes provided, and ensure proper portioning, storage, date-stamping, and rotation of perishable products.
- Clean and polish counters, work tables, displays, and equipment; wash gelato pans, syrup bottles, serving utensils, and other items required for food prep and service;
- Perform daily opening, closing, and shift change duties, including station setup, restocking service items (cups, spoons, straws, napkins, etc.), trash disposal, and register sign-in/sign-out.

Secondary Duties

- Arrive to work on time and maintain a clean, professional appearance, including wearing the approved uniform.
- Follow best practices for food handling and adhere to all food safety regulations.
- Perform scheduled deep-cleaning and maintenance of soft-serve, gelato, and shave ice equipment according to manufacturer instructions.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

This position requires some high school education. Previous hospitality or food service experience is preferred.

Behavioral Characteristics

- Have a positive, good-natured attitude toward customers and teammates.
- Cooperate with co-workers, vendors, and Marriott staff and promote a collegial work environment.

Language Skills

- The ability to read, write, speak, and comprehend English in order to communicate with customers and teammates, follow written recipes and instructions, and work the POS system.

Computer Skills

- Learn and operate the point-of-sale (POS) system using industry-standard software and equipment.