HulaScoops

Job Title: Scooper 1

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

Job Summary

As team leaders, Scooper 1s set the tone for every shift. In addition to Scooper duties, they open and close the shop and make sure we have enough supplies, products, and staff to serve our guests. They also coordinate with the owner/manager to manage staff, customer, and vendor relations.

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, shave ice syrups, and toppings according to recipes provided. 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.
- Regularly inventory products and supplies, determine items to order, and convey to owner/manager.
- Accept deliveries and ensure accurate receipt of ordered items.
- Open and close the shop, including reconciling and closing out the register.

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. Maintain current food service certification.
- Ensure performance of scheduled deep-cleaning and maintenance of soft-serve, gelato, and shave ice equipment according to manufacturer instructions.

Supervisory Responsibilities

• Oversee Scoopers in the daily operation of the shop and ensure a high-quality delivery of products to our customers.

• Train and mentor new hires in the performance of their duties.

• Coordinate with the owner to manage staff, customer, and vendor relations.

Education

This position requires some high school education and 6 months to 12 months of previous experience. A high school diploma or equivalent 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.

Physical Demands

While performing the duties of this job, the employee is:

- regularly required to stand; use hands to finger, handle or feel; reach with hands and arms; talk or hear.
- occasionally lift and/or move up to 25 pounds.