

# Lion's Den

## Staff Positions/Responsibilities

### **ALL STAFF**

All staff of the Lion's Den are responsible for:

1. Attending your shift – keep track of when you have signed up for shift. The shifts are also posted in the classroom and also on Teams. If you realize you are unable to attend a shift, it is your responsibility to find someone to fill that shift and then let Ms. James know.
2. Signing in at the start of your shift – initial beside your name on the schedule in the store, located on the wall beside the dishwasher/sink area.
3. Washing hands – always wash your hands \*well\* with the soap provided at the start of your shift.
4. Hair – long hair must be tied up at the start of your shift.
5. Dressing appropriately – no jackets, no hats; don't wear anything fancy if you will be working – it might get dirty.
6. Backpack policy – backpacks are left outside the door of the Lion's Den.
7. Being presentable – no gum, food, or cell phone usage during your shift.
8. Offering friendly and helpful customer service – always be polite, make eye contact, and make customers feel welcome. Remember to SMILE :)
9. Treating everyone as you would wish to be treated yourself – with patience, kindness and respect.

### **CASHIER**

1. Get the float from Mr. Li, the accountant, in the Main Office
2. Take orders and provide customer service
  - Smile and politely ask customers “What would you like?” and then enter order into Square terminal (iPad)
  - Work with Clerk to fill order – make sure Clerk hears the order and does everything needed before taking the next order. Cashier calls out order, gives the customer a number and Clerk goes to get it and/or writes the number on the item(s) the customer has ordered if it needs to be
    - EXAMPLE – Cashier calls out “Number 7, Chicken Noodle Cup and BBQ Monster Noodles”; Clerk writes “7” on top of chicken noodle cup, hands to Noodle maker and gives customer BBQ Monster Noodles
3. Handle money
  - Find items the customers want on the iPad and touch to add to cart
  - If customer pays by a bill - \$50, \$20, \$10, \$5 – leave the bill on top of the till and count out the change FIRST, then, after you have given customer the change, put the bill in the till.
  - Collect the money before staff gives the product to the customer
  - When giving change, state the amount you are giving back (example – “Your change is \$0.25”)
4. At the end of your shift:
  - Complete the Cash Reconciliation Form
    - Count all cash and non-cash receipts
    - Balance the sales and receipts for the shift
  - Refresh the float to \$100 (starting amount)
  - Prepare the deposit and bring deposit and float to Mr. Li

### **CLERK**

Before the start of shift:

1. Wipe down all counter tops with the disinfecting spray (water and bleach) bottle (clean cloths are in the storage room)
2. Prepare for service
  - Stock up any products or supplies that are low (forks, spoons, napkins, snacks, etc.) – remember First In First Out rule
  - Make sure there is a good number of 3 flavours of noodles and Mac and Cheese cups in easy reach (place in display fridge or ledge)

During shift:

3. Providing customer service

- Stand beside Cashier and listen for orders
- Get items that customer orders while Cashier rings in the order
  - NOODLES – get the noodle bowl customer ordered and write the number the Cashier gave the customer on the top of bowl with Sharpie felt. Ask the customer to wait on the far side. Give noodle bowl to noodle maker
  - DRINKS – write the drink ordered on the cup (paper for hot, plastic for cold) and give the cup to the Barista
- Hand purchases to the customer **AFTER** Cashier receives payment
- Smile, greet customers, say “thank you”

**NOODLE MAKER**

- Put ½ of **soup base package** in the noodle bowl, fill to line with hot water
- Call out number on lid and serve with one napkin and one fork
- When customer picks up order, get number before giving them the food
- Smile to customers and thank them, especially if they have been waiting for a long time

At the end of shift:

1. Wipe down all counter tops with the disinfecting spray bottle
2. Wipe down inside of microwave
3. Sweep the floor
4. Empty recycling into Mixed Recycling bin in atrium
5. Put garbage bin outside door of Lion’s Den for custodians
6. Use soapy water and sponge to wipe down dishes, milk steamers, utensils, etc. and put into dishwasher.
7. Turn on dishwasher before you leave
8. Unplug the hot water urn

**BARISTA**

The Barista is responsible for:

Before shift starts:

1. Prepare station - bring out supplies needed – very wet cloth, plate with spoons for stirring drinks, milk, juice, soda water, whipping cream, etc.
2. Stock supplies if running low – stir sticks, cup sleeves, cup lids (hot and cold), straws
3. Fill water reservoir and coffee bean hopper of espresso machine

During shift:

4. Make drinks as per order ensuring they are made in the order that they were ordered
5. Use a metal spoon to stir drinks like hot chocolate and flavoured sodas, **NOT a stir stick**
6. Hot drinks – remember to put on a lid and sleeve
7. Cold drinks – remember to put on a lid and give a straw
8. Once the drink is ready, call out the customer’s number and remember to get the number back
9. Thank them, especially if they have had to wait for a long time

After shift:

10. Put milk, juice and any item that requires refrigeration back into the fridge
11. Make sure the steamer on the espresso machine is clean (clean any milk residue)
12. Rinse espresso machine drip tray using the hot water
13. Wipe down counter beside espresso machine and the espresso machine face with disinfecting spray bottle
14. Tidy the counter area beside espresso machine and put away any remaining supplies