

BERRY BERRY GOOD FROZEN YOGURT

Sales Associates — Job Description

As a BBG Staff member, you will create the Experience for our customers by providing legendary customer service with prompt service, quality fruits, topping and yogurt, and maintaining a clean and comfortable store environment.

You will be responsible for modeling and acting in accordance with BBG guidelines and best of all, you'll be part of a company that values hard work and good customer service.

Summary of Key Responsibilities

Responsibilities and essential job functions include but are not limited to the following:

- Acts with integrity, honesty and knowledge.
- Maintains a calm demeanor during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team.
- Anticipates customer and store needs by constantly evaluating environment and customers for cues.
- Communicates information to manager so that the team can respond as necessary to create the experience that customers want to enjoy and tell their friends.
- Assists with new staff members training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer. Discovers and responds to customer needs.
- Follows BBG operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift. Maintains a clean and organized workspace so that Staff Members can locate resources and product as needed.
- Maintains regular and consistent attendance and punctuality.

Job Requirements

Ability to learn quickly

Ability to understand and carry out oral and written instructions and request clarification when needed

Strong interpersonal skills

Ability to work as part of a team

Ability to build relationships