

cupcakes

front team job description



responsibilities

- ☺ wear Cupcakes uniform
- ☺ put on hat and hairnet
- ☺ follow daily roster
- ☺ ice and set up store
- ☺ filling orders
- ☺ daily huddles
- ☺ have the bakery ready to open before 9:30
- ☺ opening the bakery by 9:30
- ☺ taking orders
- ☺ closing the bakery

training

- ☺ halo training
- ☺ sign in, sign out and enter breaks in Halo
- ☺ read Cupcakes training manual
- ☺ read Cupcakes team handbook
- ☺ come prepared

follow the Cupcakes standards

- ☺ Cupcakes standards
- ☺ icing on the cake
- ☺ daily roster
- ☺ pink standard

inventory

- ☺ follow monthly inventory count
- ☺ fill weekly supplies

sales goals

- ☺ follow daily sales goals
- ☺ up selling – add on sales, suggestions
- ☺ promote new products

communication

- ☺ attend daily huddle with all team members – one in the am and pm
- ☺ use communication binder daily
- ☺ write an incident report
- ☺ receive 5 minute feedback from your manager
- ☺ communication with customers – customer feedback forms
- ☺ communicate and plan goals with the baking team to inform them of any special requests and special situations
- ☺ attend monthly meetings with your team to update and inform of current situations

“because every day is a celebration!”