

Job or Staff Position Name: *Food Service Member*

Why this job is important:

Food is critical to the experience at Center Grove Orchard. Guests are often tired and hungry after creating memories in the Farmyard. We have the chance to serve our guests a refreshing drink and tasty snack or meal. Nothing will make them happier!

Minimum level of service requirement:

- You **MUST** smile and offer a “welcome” or “congratulations”
- You **MUST** know how to operate the register. (Square system)
- You **MUST** say “Thank you” and show appreciation to every guest/family/group
- Your register drawer **MUST** be accurate
- You **MUST** clean up your work area, wiping down countertops, sweeping the floors, and clean customer seating area
- You **MUST** restock shelves in-between guest checkouts, **BUT GUESTS COME FIRST**

What makes employee performance GREAT at this job?

Engaging with the guests, especially the kids, asking them about their day. Make it fun for them to buy our food. Ask about a favorite attraction.