



## JOB DESCRIPTION

**Job Title:** Baker & Cake Decorator

**Purpose of Role:** To prepare bread, pastries and desserts by designing, producing and maintaining production and artistic presentations.

**Reports to:** Assistant Manager - Bakery

### Key Responsibilities and Objectives:

#### Achieve bakery objectives by: -

- Completing bakery action plans.
- Implementing production productivity.
- Ensuring standards and specifications are upheld with product and service;
- Adhering to customer service standards.
- Identifying and resolving problems.
- Determining baking technique improvements.

#### Designing bread, pastry, and dessert presentations by: -

- Reviewing advance orders and specifications.
- Preparing orders to customer satisfaction.
- Consulting with the Bakery Manager when determining the amount and type of breads, pastries and desserts to be produced.

#### Meet bakery financial objectives by: -

- Estimating ordering requirements.
- Contributing to inventory and budgeting preparation.
- Proposing corrective actions.
- Assisting the Bakery Manager with pricing structure.

Maintain production levels by: -

- Providing breads, pastries, puff pastry, croissants, doughnuts, cakes, tortes and cookies by mass production;
- Developing fondant cakes, creams, fillings, and icings.
- Keeping bakery cases, island tables, and open shelves fully stocked with fresh product at all times following the merchandising plan set by the Bakery Manager;
- Designing and implementing new recipes upon Bakery Manager's approval.

Undertake such general duties as:

- Bakery personnel are courteous to customers and that all customer complaints/requests are handled promptly and professionally;
- Maintaining a consistent cleaning and sanitation program in compliance with store and environmental department regulations;
- Building team spirit and high morale through excellent oral and written communication with each team member individually and as a group;
- Abiding by all company policies as stated in the Employee Handbook;
- Undertaking any reasonable project or tasks assigned by the Bakery Manager.

This is not an all-inclusive list of job responsibilities. New responsibilities may be added or changes may be made by management at any time according to the needs of the business.

As a retail business, we require flexibility and teamwork to ensure the best possible service for all our customers.