



JOB DESCRIPTION

Job Title: Deli Cook

Purpose of Role: To prepare menus to customer satisfaction whilst ensuring all placed orders meet and exceed customer expectations. Assist with ordering, receiving, stocking and display of deli products, maintains department cleanliness, and provides great customer service.

Reports to: Head Chef

Essential Key Responsibilities and Objectives:

- Prepare deli recipes according to procedure
- Maintains working knowledge of deli recipes and prepared foods.
- Trains other staff as needed
- Receives product deliveries, ensuring order and invoice accuracy
- Stocks, rotates products according department standards
- Catalogs and code invoices according to procedure
- Prepare orders to ensure customers satisfaction.
- Control freshness by coding and rotating all products and remove out of code merchandise daily;
- Maintain new items and weekly specials.
- Slice, cut weigh and price merchandise according to price book;
- Unload deli merchandise and transport stock to storage areas.
- Keep pot sink area clean, following approved pot washing and sanitizing procedures.
- Keep all equipment clean, following approved washing and sanitizing procedures;
- Communicate temperature failure of cases and storage areas to Assistant Manager in charge;

- Observe policies and procedures established for the Department.
- Abide by all company policies as stated in the Employee Handbook.
- Observe all safety laws concerning lifting and moving products.
- Keep pot sink area clean, following approved pot washing and sanitizing procedures.
- Keep all equipment clean, following approved washing and sanitizing procedures.
- Inform Head Chef of out-of-stock products;
- When transferring product from the store, properly complete the Interdepartmental Transfer Report;
- Helping with inventory/cleaning on the fourth Sunday of every month;
- Write out new recipes using standard measurement equipment to present to the Assistant Manager for future production;
- Follow daily production sheets.
- Perform any and all other tasks that might be required of you by management.
- Ensure that you are fully aware of your schedule and report any required changes in advance of final schedule distribution.

Customer Service

Hurley's credo is "WINNING CUSTOMER SERVICE...EVERDAY...ALLDAY
Cooks are responsible for all aspects of delivering on this credo. The duties include:
(But are not limited to)

- Ensuring that every customer is treated fairly and with respect
- Ensuring that our customers are guaranteed a "Safe" shopping experience.
- Ensuring that customers are charged the proper price on all products.
- Ensuring that all customer queries are answered correctly and in a timely fashion.
- Ensuring that all phone calls are answered by the third ring.
- And most importantly, to ensure that every customer receives any and all service that they require to complete their shopping experience.

Knowledge, Skills and Abilities Required

- Must possess at least 5 years cooking experience in local and international cuisines.
- Understands technical requirements of the job.
- Performs task efficiently, maintains focus and stays productive.
- Must have strong communication skills to ensure excellent customer service;
- Must possess strong mathematical skills to calculate weights and measures;
- Must be able to lift up to fifty (50) pounds up to forty (40) percent of the time;
- Must be able to stand upright for the majority of your scheduled work shift.

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.