

SCOOPER JOB DESCRIPTION

OBJECTIVES

To assist the Manager in the daily operations of the scoop shop. To work as a member of the scoop line team performing a variety of duties including scooping ice cream, handling cash, baking, cleaning and maintaining excellent customer service. To support and perform all job duties as directed by the Manager.

PRIMARY ACCOUNTABILITIES

- Ensure that all of our products are served to the customers, as instructed in the Scooper's Training Handbook, and/or by the Manager.
- Learn all operating systems, products, flavors, and standards outlined in the Scooper's Training Handbook and/or by the Manager, with an added emphasis on ergonomics and safety for scooping and other work functions.
- Provide assistance in the daily operations for their shift including store & staff appearance, customer service, cleanliness, compliance with all safety and operating standards, merchandising and production and inventory of waffle cones, cakes, novelties, and baked goods
- Ensure customer satisfaction with friendly, timely service and proper product handling.
- Ensure that all opening and closing procedures are followed and executed in a timely manner.
- Ensure proper product portioning through daily scoop practice, tracking all lost product, and recording all product used on the daily ice cream inventory form.
- Follow all cash register and cash handling systems established by the Manager to ensure the accuracy of all register and cash transactions.
- Support the implementation of the store-marketing plan with an emphasis on marketing the store in the local community through innovative donations, catering, and special event programs.

SECONDARY ACCOUNTABILITIES

- Participate in store planning meetings with the Manager, Assistant Manager and Scoop leaders and attend other meetings and activities as needed.

- Fulfill all added responsibilities of scoopers including, but not limited to, the following:
 - **Scooper:** Scoop all menu items, knowledgeable of all ice cream flavor ingredients, accurate cash handling and register procedures, while providing excellent customer service.
 - **Runner:** Provide all co-workers with any and all needed ice cream bulks, restocking of all paper products, toppings, spoons, and in general be ready to provide assistance with what ever needs to be done.
 - **Waffler:** Make all needed fresh baked waffle cones to the scoop lines by learning to use the waffle machine and dipping some of them in chocolate. Accurate portion control and speed are essential in the position.
 - **Cleaner:** This position involves the cleaning of the designated areas including picking up papers, washing table tops, emptying the garbage and providing any further assistance.
 - **Flavor Coach:** This position provides assistance to our guests by providing them with menu item or flavor ingredient answers, or trivia questions.

QUALIFICATIONS

- Strong mathematics skills; comfortable handling money and counting back change.
- Excellent communication (both verbal and written) and interpersonal skills.
- Ability to work independently. A self starter.
- Ability to handle a wide variety of tasks at one time while serving customers.
- Highly organized, energetic, team oriented individual with a positive “can –do” attitude and a strong commitment to outstanding customer service.
- Physical aspects of the job include; oversize merchandise handling, bulk containers of ice cream weighing up to 17 pounds, supply orders, general cleaning and maintenance, and standing for up to 8 hours per day.
- Store is open 7 days per week, morning and evening hours; individual may need to work nights, weekends, extended hours and/or holidays.



SANTA ANITA, ARCADIA

EMPLOYMENT APPLICATION

THIS APPLICATION IS FOR EMPLOYMENT WITH THE AUTHORIZED OPERATOR OF THE INDEPENDENTLY OWNED BEN & JERRY'S SANTA ANITA, ARCADIA SCOOP SHOP.
THIS APPLICATION IS NOT FOR EMPLOYMENT WITH BEN & JERRY'S, INC.

PLEASE PRINT LEGIBLY AND ANSWER ALL QUESTIONS FULLY

PERSONAL INFORMATION

NAME (LAST, FIRST M.I.) _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

EMAIL _____ PHONE _____

ARE YOU 18 OR OVER? YES NO, AGE: _____

ARE YOU AUTHORIZED TO WORK IN THE U.S.? YES NO

(IF HIRED, YOU WILL BE REQUIRED TO PROVIDE THE NECESSARY DOCUMENTS AND FILL OUT A FORM I-9)

HAVE YOU EVER WORKED AT A BEN & JERRY'S SCOOP SHOP? YES NO

IF "YES," LOCATIONS/DATES _____

HOW DID YOU HEAR OF THE JOB? _____

AVAILABILITY

START DATE AVAILABLE _____ START DATE DESIRED _____

HOURS PER WEEK AVAILABLE _____ HOURS PER WEEK DESIRED _____

INDICATE ALL **AVAILABLE** HOURS:

M

T

W

TH

F

SA

SU

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HOW FAR DO YOU LIVE FROM THE SCOOP SHOP (MINUTES AND/OR MILES)? _____

DO YOU HAVE RELIABLE MEANS OF TRANSPORTATION? YES NO

EDUCATION

NAME	ADDRESS	DATES OF ATTENDANCE	DEGREE/ CERTIFICATE	MAJOR/MINOR/ CONCENTRATION
HIGH SCHOOL				
COLLEGE				
OTHER				
OTHER				

WORK HISTORY

PROVIDE YOUR TWO MOST RECENT PAID WORK EXPERIENCES. IF NOT APPLICABLE, LIST VOLUNTEER/UNPAID WORK EXPERIENCES AND/OR PERSONAL REFERENCES. PLEASE REFRAIN FROM LISTING FAMILY MEMBERS AND FRIENDS AS REFERENCES.

EMPLOYER _____ ADDRESS _____

JOB TITLE _____ DATES WORKED _____ HOURLY WAGE _____

REASON FOR LEAVING _____

SUPERVISOR/CONTACT PERSON _____ PHONE _____

CONTACT FOR REFERENCE YES NO, EXPLAIN _____

EMPLOYER _____ ADDRESS _____

JOB TITLE _____ DATES WORKED _____ HOURLY WAGE _____

REASON FOR LEAVING _____

SUPERVISOR/CONTACT PERSON _____ PHONE _____

CONTACT FOR REFERENCE YES NO, EXPLAIN _____

DESCRIBE ANY FURTHER RELEVANT EXPERIENCES OR SKILLS _____

OTHER

DO YOU HAVE ANY CURRENT OR A PAST RECORD OF HEALTH PROBLEM/DISABILITY THAT MAY IMPEDE YOU FROM PERFORMING ALL THE DUTIES OF THIS JOB? NO YES, EXPLAIN _____

NOTE: ANSWERING "YES" TO THE FOLLOWING QUESTIONS DOES NOT CONSTITUTE AN AUTOMATIC BAR TO EMPLOYMENT. IN ANSWERING THESE QUESTIONS, DO NOT INCLUDE MINOR TRAFFIC INFRACTIONS, OR CONVICTIONS FOR WHICH THE RECORD HAS BEEN SEALED OR EXPUNGED, OR MISDEMEANORS THAT HAVE BEEN JUDICIALLY DISMISSED IN WHICH PROBATION HAS BEEN SUCCESSFULLY COMPLETED.

HAVE YOU EVER PLED "GUILTY"/"NO CONTEST" OR BEEN CONVICTED OF MISDEMEANOR OR FELONY? NO YES

DO YOU CURRENTLY HAVE ANY MATTERS PENDING TRIAL OR FOR WHICH YOU ARE ON BAIL? NO YES

IF "YES" TO EITHER QUESTIONS, EXPLAIN WITH DATES AND DETAILS _____

PLEASE READ CAREFULLY BEFORE SIGNING

I CERTIFY THAT THE INFORMATION GIVEN IN THIS APPLICATION IS TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE, AND I UNDERSTAND THAT DELIBERATE FALSIFICATION OF INFORMATION DURING ANY PART OF THE HIRING PROCESS MAY BE GROUNDS FOR MY NOT BEING HIRED, OR IF HIRED, IN MY DISCHARGE FROM EMPLOYMENT.

I UNDERSTAND THAT ALL INFORMATION MAY BE VERIFIED BY THIS INDEPENDENTLY OWNED BEN & JERRY'S FRANCHISE, AND I HEREBY AUTHORIZE INVESTIGATION OF ALL STATEMENTS CONTAINED IN THIS APPLICATION FOR EMPLOYMENT, AND I HEREBY RELEASE MY PRESENT EMPLOYER AND PAST EMPLOYERS FROM ALL LIABILITY AND DAMAGES WHATSOEVER ARISING FROM THE RELEASE OF ANY AND ALL INFORMATION REGARDING MY EMPLOYMENT.

I ACKNOWLEDGE THAT, IF I BECOME EMPLOYED, THE DURATION OF MY EMPLOYMENT WILL NOT BE FOR ANY SPECIFIED TERM AND MAY BE TERMINATED BY ME AT WILL OR AT THE WILL OF THE OWNER OR A MANAGER OF THIS BEN & JERRY'S FRANCHISE, WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE, AT ANY TIME. ONLY THE PRESIDENT OF THE COMPANY THAT OWNS THIS BEN & JERRY'S FRANCHISE HAS THE AUTHORITY TO MAKE ANY AGREEMENT CONTRARY TO THE FOREGOING, AND ONLY IF IT IS DONE IN WRITING AND SIGNED BY BOTH THE PRESIDENT AND ME.

I DECLARE UNDER PENALTY OF PERJURY THAT ALL THE FOREGOING IS TRUE AND CORRECT.

DATE _____

SIGNATURE _____