



**Official Title:** Guest Service and Sales Associate  
**Department:** Costeaux Retail Bakery Cafés  
**Location:** Inside Big John’s Market - 1345 Healdsburg Avenue, Healdsburg  
**Location:** Inside Hotel Petaluma – 110 Washington St, Petaluma  
**Location:** Costeaux On The Go, Sonoma County Airport, 2266 Airport Blvd, Santa Rosa  
**Reports to:** Team Lead

### **Primary Objective**

Under general supervision of the Team Lead, the Guest Sales and Services Associate is responsible for providing excellent service to guests who visit Costeaux bakery cafes.

### **Job Functions and Responsibilities**

- Follows safety protocols and procedures
- Provides patient, sincere, and kind service to our guests
- Learns all product knowledge for products sold at the bakery counter and takes guest orders
- Prepares espresso drinks and beverages
- Answers telephone calls
- Bakes off product delivered fresh each day from the Baking Centre
- Merchandises inventory of baked goods
- Observes all company rules policies
- Maintains a neat, well-groomed personal appearance at all times and observes company dress regulations
- Maintains cooperative relationship with all employees in the course of work
- Additional duties as assigned

### **Required Skills and Abilities**

- Positive, team oriented and guest first attitude
- Willingness to learn and be flexible
- Food handler’s permit
- Ability to multi-task
- Ability to follow directions well and have great organizational skills
- Excellent guest service skills

### **Salary Range**

Part-time positions, \$16-\$19 per hour, DOE, team bonuses, + other benefits, opportunities for advancement

### **NOTE:**

*The essential job functions, responsibilities, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the incumbent in this position may be required to perform. The Company reserves the right, at its sole discretion, to revise this job description at any time and to require the incumbent to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change. This job description in no way creates an employment contract, implied or otherwise, and each employee remains, at all times, an “at will” employee.*