



POP ROC FUNTENDER

SUMMARY

POP ROC provides casual dining with an emphasis on experience. We are a fun place where everyone can participate, learn, and experience pop culture of the past, present, and future in a safe and exciting atmosphere. We consider ourselves a variant in the world, a place that is rare, unique, and special. Our mission is to share joy through food, service and experiences. Our core focus is serving our community both inside and outside of the cafe.

The POP ROC Funtender is passionate about pop culture and service while sharing our core values of fun, creativity, safety, and community. The Funtender's primary focus is providing exceptional service as they are often the first interaction a guest has with the POP ROC experience. The ideal candidate has a dynamic floor personality and thrives under pressure. They are presentable, positive, reliable, and knowledgeable about the menu as well as what new inventory is available and other pop culture related topics. They enjoy building relationships with people and possess a growth mindset. The Funtender works well with other staff members and is efficient, observant, and understands the value of excellent guest service.

Their responsibilities include personalizing the experience for guests, educating guests on our menu, making recommendations based on their preferences, up-selling and taking orders. They should have experience working in guest services and knowledge of how brewing equipment operates.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Welcoming guests with enthusiasm, informing them about specials or new products, offers and events, answering questions, and accepting orders and payments in a timely fashion.
- Preparing and pouring beverages such as and grinding and blending coffee beans, brewing coffee, preparing mocktails, and serving items to guests.
- Answering the phone to take orders, reservations, answer questions and take messages.
- Work with staff to develop beverage recipes.
- Take orders while paying attention to details.
- Maintain proper hygiene, a positive disposition, and appropriate restaurant attire and appearance in accordance with NYS health and safety regulations.
- Serve beverages and prepared food.
- Check taps and appliances to confirm that they are working properly, making minor repairs or changing out soda boxes, if needed.
- Review, take and help complete reservations.
- Keep silverware rolled and placed when guests are seated.
- Ensure delivery and takeout orders are being properly managed and fulfilled.
- Fields guest complaints and addresses issues in a positive manner when they arise.
- Identifying and introducing new barista and serving techniques.
- Help foster positive relationships within the community in an effort for POP ROC to better serve the community inside and outside the cafe.



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- Keep the bar stocked with garnishes and supplies needed for beverages including clean glasses and utensils.
- Keep the bar, chairs, and tables clean by sanitizing surfaces, vacuuming, sweeping and mopping all floors, removing soiled dishes and glassware, scrubbing coolers and storage areas, and emptying trash and recycling receptacles.
- Monitor restrooms for cleanliness.
- Monitor all age appropriate music and tv shows.
- Learning about brewing methods, beverage blends and preparation, and presentation techniques to improve beverage quality and experience.
- Updating signage and displays to attract and inform guests.
- Taking inventory and replenishing items in display cases, at tables, or behind the counter.
- Gather guests' feedback and recommend improvements to our menus.
- Check if brewing equipment operates properly and report any maintenance needs.
- Availability to work within open hours (e.g. evenings, holidays, weekends)
- Work as part of a fun, high-energy team.
- Keep abreast of beverage trends, pop culture news, trends, comics, and collectibles.
- Participate in the execution and clean up of in-house and/or catered events.
- Adhere to core values and company policies at all times.
- Available to attend team meetings to keep feedback loop going, increase efficiency to build company sustainability, and hold each other accountable.
- Complete any additional training needed to abide by NYS laws and regulations and set forth by management.
- Driving sales and guest satisfaction to meet sales and guest service goals.
- Responsible for clocking in and out for your shift, completing daily assigned tasks in addition to overall responsibilities, and report on cash and card tips weekly for payroll.

JOB TYPE

- Up to 30 hours per week *Subject to change according to business needs

COMPENSATION

- \$10/hour plus tips to meet or exceed \$14.20/hour. Tip pooling is required when there are multiple service staff members working at the same time.

REPORT TO

- Front of House Lead
- General Manager

EDUCATION/EXPERIENCE

- High School Diploma or equivalent.
- ServSafe Food Handler Certification required or willing to become ServSafe Certified.
- 1+ years barista, hospitality or service industry experience required.
- Sales experience a plus.

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- Ability to handle a fast-paced, high pressure environment
- Excellent time management, organization and attention to detail skills required.
- Intrinsically motivated with a desire to grow.
- Knowledge of menu items with the ability to pair and suggest items.
- Current knowledge of trends in the food & beverage industry.
- Solid references.

LANGUAGE ABILITY

- This position requires excellent listening skills, as well as written, verbal and group communication skills.

MATH ABILITY

- This position requires intermediate math skills. Understanding product value, profit margins, inventory management, and the ability to meet sales goals is required.

REASONING ABILITY

- This position requires problem-solving and decision making skills, and the ability to be flexible and adapt in any situation.

COMPUTER SKILLS

- Must be proficient with the use of the internet.
- Must be proficient in Gmail, Google Calendar, Google Docs, Google Sheets, Google Slides, and other appropriate software.
- Previous experience using restaurant point of sale tools such as Square a plus.

PHYSICAL DEMANDS

- Ability to move, bend, and stand for extended periods.
- There is also likely to be lifting of supplies and materials and moderate to loud noise.
- The use of hands and arms to reach for, grasp and manipulate objects is required.
- Finger dexterity may be required for cash register use, preparation and presentation of food and beverages, and use of the computer keyboard.

MISSION & FOCUS

- Our mission is to share joy through food, service and experiences. Our core focus is serving our community both inside and outside of the cafe.

VISION

- Become a leader in the food service industry as an advocate for our community.
- Work with and help shape the next generation of community leaders.
- Become nationally recognized as a popular culture destination.

CORE VALUES



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- **Creativity** - We foster an environment where we believe all things are possible.
- **Safety** - Be a safe environment where people feel welcome, comfortable, and included.
- **Community** - Build relationships within our community to make a positive difference.
- **Fun** - Create an experience that is desirable and enjoyable for everyone.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor, policy and company management.

It is the policy of POP ROC to provide equal employment opportunity (EEO) to all persons regardless of race, age, color, national origin, citizenship status, physical or mental disability, religion, creed, gender, pregnancy, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, veteran status, or any other characteristic protected by federal, state or local law. In addition, POP ROC will provide reasonable accommodations for qualified individuals with disabilities.