



## Express Cashier/Worker

### Job Description

- Effectively run the Tome Express Drive Thru and Pick up Room Lobby.
- Provide excellent customer service by greeting the customers in person or on the telephone.
- Effectively record any Tome Express phone orders.
  - Taking orders; by phone, email, or app (always keep the phone on you)
    - Upon taking orders you MUST get all correct information
      - Name
      - Phone #
      - Hot or cold
      - Family of individual
      - Complete Delivery Address (if needed)
- Bagging pre-ordered/cold food, labeling, and placing in the front cooler.
- Warm the food and make drinks for incoming orders.
- Maintain a proper rotation of food within the coolers and ensure front coolers stay stocked.
- Keeping an accurate count of food left to sell and communicating with the kitchen about any shortages.
- Communicate with POS Manager about any changes that need to be made to our menus in a timely manner.
- Keep money drawer balanced every day- \$250 (set yourself and your team up for success)
  - Communicate with managers if any change is needed.
  - Prepare deposit and drop in safe at the end of every day.
  - \*Upon shortage you will be responsible for paying the shortage back
- Ensure front office and pick up room stay clean and organized- AM/PM Duties (follow checklist).
- Assist with kitchen and deliveries when needed
- Coordinate with delivery drivers to ensure any new deliveries are handled.

### Job Responsibilities

- Communicate with all clients related to Tome Express.
- Handle orders coming in and out of the front.
- Come up with ideas to build sales.