



Randall's Farm & Greenhouse

631 Center Street
Ludlow, MA 01056

Job Description: Food Service Assistant Manager

Reports to: Food Service Director

Coordinates Operations between Food Production and Service. Ensures the daily operations of the Deli Department are carried out smoothly including established needs for Customer Service, staffing and teamwork, slicing of meats and cheeses, making of sandwiches, packaging of baked goods, basic food preparation, stocking of supplies, and daily sanitation. Responsible for communication between Food Service Director, Executive Chef, or Production Staff and the Deli staff. Performs other related duties as assigned including assisting other departments.

Daily Tasks Include- Supervision & Operations Support for:

- Customer Service: Taking food orders accurately, serving prepared foods, slicing meats/cheeses, making sandwiches. Ensuring that staff prioritizes customer service, greeting customers promptly and politely.
- Employee Supervision: Maintains appropriate staffing levels, trains and supervises Deli Clerks and Food Service Staff, performs coaching and counselling as needed to meet established policy and food safety requirements. Recommends and participates in disciplinary functions as needed.
- Maintain food safety and sanitation standards at all times.
- Order, receive, rotate, and properly store deliveries.
- Communicate and assign staff with regards to production, service, and sanitation
- Ensures that all food items are properly packaged, priced, charged, rung, and labeled accurately including food allergen information.
- Maintains/ensures proper dress and adheres to company policies.

Minimum Education: High School equivalency. Advanced Training/Associates Degree Preferred. Serv-Safe Certification preferred.

Age Requirement: Must be minimum 18 years old for slicer and donut machine

Minimum Experience: 2 years Supervisory Experience

Skills: Must be able to follow oral and written instructions and established procedures. Communicate in an effective and professional manner.

Physical Requirements: Prolonged standing/walking required. Moderate to strenuous physical effort: (lift/carry frequent up to 50#.)

Working Conditions: Subject to burns and cuts; exposed to hazards of heat and cold of freezer, wetness, and odors in kitchen; exposed to varying degrees of kitchen elements.