Ice Cream Parlor Counterperson

Job Description:

**Ice** **Cream** **Parlor** **Counterpersons** process orders and collect payments from customers in an ice cream parlor. Their chief duties include greeting customers, responding to inquiries, and maintaining public areas. Ice cream parlor counterpersons manage all monetary exchanges in the store by taking orders and ringing up transactions, serve as a liaison between the customer, the managerial staff and the store staff, and keep the front area of the store clean and well stocked. They may need to accept deliveries and stock shelves at times. They should also have a knowledge of ice creams and ability to help answer customers’ questions regarding the ice cream products available.

Job Responsibilities:

* Know the flavors available
* Know the ingredients of each flavor to advise customers of any potential allergies, such as nut allergies
* Handle cash, credit or check transactions with customers
* Scan goods and collect payments
* Ensure pricing is correct
* Issue change, receipts, and refunds
* Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
* Make sales referrals, cross-sell products and introduce new ones
* Know when to escalate an issue to management
* Resolve customer complaints, guide them and provide relevant information
* Bag items carefully
* Greet customers when entering or leaving establishment
* Maintain clean and tidy checkout areas
* Keep reports of transactions
* Process returns and check to see if items are damaged
* Answer customers' questions and get a manager if answer doesn't solve the issue
* Bag, box or wrap purchases
* Pleasantly deal with customers to ensure satisfaction
* Welcome customers and help determine their orders.
* Process customer orders
* Ensure all orders are delivered to the customers in a timely manner.
* Accept cash and return the correct change.
* Tally money in the cash drawer at the beginning and end of each work shift.
* Place food orders in the appropriate bags and boxes.
* Respond to customer inquiries, issue receipts, and record customer suggestions.

Job Qualifications:

* High school diploma or GED required
* Experience as an ice cream parlor counterperson

Opportunities as an ice cream parlor counterperson are available for applicants without experience in which more than one ice cream parlor counterperson is needed in an area such that an experienced ice cream parlor counterperson will be present to mentor.

Job Skills Required:

* Able to perform basic arithmetic
* Ability to multitask
* Excellent customer service skills
* Good communication skills
* Able to work calmly under high pressure
* Team Player
* Willingness to learn
* Ability to use a computer based checkout system
* Pleasant, polite manner and a neat and clean appearance.
* Must possess good communication skills for dealing with diverse customers
* Must possess cultural competence and ethnic sensitivity
* Product Knowledge
* Telephone Etiquette
* Customer Service
* Dispute resolution
* Dependability
* Efficiency
* Flexibility
* Friendliness
* Basic (PC) Computer Knowledge
* Attention to Detail
* Sales
* Point of Sale Systems (POS)
* Positive Attitude
* Punctuality