

SUGAR SHACK WORKER

JOB DESCRIPTION & DUTIES

Job Summary: The Sugar Shack Worker is responsible for the oversight and effective operation of the Sugar Shack, ensuring the area is clean, organized, and inviting for customers.

Job Tasks & Responsibilities:

1. Customer Service:

- Serve customers in the Sugar Shack, including but not limited to ice cream and other food items.
- Be prepared to answer questions from customers about the time, place, and details of daily events.
- Provide clear and accurate information by seeking clarification from a manager when unsure how to answer a question.
- Greet the customer within 10 seconds of them entering the facility.
- Speak loudly, clearly, and confidently when with a customer or staff member.

2. Inventory & Merchandising:

- Inventory, organize, restock, and mark the price of the merchandise displayed in the store.
- Notify the manager when items have been damaged.
- Ensure displays are neat, orderly, and fully stocked.
- Maintain proper portion sizes when serving products to ensure consistent service.

3. Cleanliness & Organization:

- Keep the work area clean, including the desk area, display cases, shelving, walkways, and outdoor sidewalks, the bathhouse, and the Sugar Shack bathrooms/showers.
- Wipe down tables and keep napkins stocked.
- Wipe down windows and doors regularly.
- Keep the back storage area organized and monitor/reduce clutter.
- Put all products and supplies back in the area it belongs to ensure organizational upkeep.

4. Pool Area Monitoring:

- Monitor the pool area and flip the pool sign when the pool is opened/closed.
- Notify proper management if anything looks out of the ordinary or needs attention.

5. Safety & Activity Oversight:

- Monitor the jumping pillow throughout the day to maintain safety and call security if needed.
- Check the schedule daily to know which activities you need to be at.

- Work in various areas for activities throughout the park as needed, including but not limited to laser tag, zipline, and barrel rides.

6. Cash Handling:

- Itemize and total the customer's merchandise selection, using cash or card systems for purchases.
- Pack large purchases in a bag for the customer.
- Maintain an accurate drawer count throughout your shift, ensuring that correct change is given and items are rung up correctly.
- The worker is directly accountable for the amount of all property and cash entrusted to them.

7. Signage & Communication:

- Ensure signs are neat, readable, and up to date.
- Attend staff meetings and communicate effectively with team members and management.

8. Additional Duties:

- Perform other duties as assigned, excluding grounds or maintenance work.