

Job Title: Front Counter Customer Food Prep / Service

Location: Karma Nutra Juice Bar

Job Type: Part-Time (Shift 9am-1pm)

Reports To: Store Manager

Job Summary

Karma Nutra is seeking a friendly and motivated **Front Counter Team Member** to join our team. As the first point of contact for customers, you will play a key role in creating a positive and welcoming atmosphere. Your primary responsibility is to provide exceptional customer service, handle orders efficiently, and ensure that every guest leaves with a smile. You will also be responsible for making smoothies and front house orders according to our recipes, while maintaining the cleanliness and organization of the juice bar. At Karma Nutra, we are committed to promoting health, wellness, and sustainability.

Key Responsibilities

Customer Service

- **Greet customers** with a warm and welcoming attitude as they enter Karma Nutra.
- Provide **menu guidance** by explaining our juice and smoothie options, answering questions, and recommending items based on customer preferences.
- Handle **customer concerns or complaints** in a professional and positive manner, escalating issues to the manager if needed.
- **Promote daily specials** or new menu items, and suggest add-ons or upsells to enhance the customer experience.
- **Prep & Handle** food items, making sure all food items at front are stocked, prepped and washed.

Order Processing and Preparation

- Accurately take customer orders and enter them into the **Point of Sale (POS)** system.
- Ensure all special requests (e.g., less sugar, extra ice) are clearly communicated to the preparation team.
- **Prepare smoothies and juices** according to Karma Nutra's recipes, following portion control and ensuring consistent quality.
- Maintain a sense of **urgency** while preparing orders to ensure customers receive their products promptly.

Payment Handling

- **Process payments** efficiently through cash, credit card, or digital payment methods.
- Ensure the **cash drawer** is balanced at the beginning and end of each shift.

Product Knowledge

- Develop a strong understanding of Karma Nutra's menu, including the **ingredients and health benefits** of each juice and smoothie.
- Be able to explain and suggest products tailored to individual customer needs, such as energy-boosting, detoxifying, or immune-supporting juices.

Cleanliness and Organization

- Maintain a clean and organized work area, including the service counter, preparation stations, and seating areas.
- Regularly wipe down surfaces, clean equipment, and restock supplies throughout the day.
- Ensure all health and safety guidelines are met, including proper food handling procedures and maintaining a sanitary environment.

Team Collaboration

- Work closely with fellow team members to ensure smooth operations and timely preparation of orders.
- Support the preparation team during busy periods by assisting with simple tasks, such as restocking or prepping ingredients.

Qualifications

- **Customer Service Experience:** Previous experience in a customer-facing role (preferably in a café, juice bar, or restaurant) is highly preferred but not required.
 - **Smoothie and Juice Preparation:** Experience making smoothies or preparing fresh juices is a plus, though training will be provided.
 - **Communication Skills:** Excellent verbal communication skills with the ability to engage with customers in a friendly and professional manner.
 - **Attention to Detail:** Ability to accurately take orders and ensure customers' specific requests are met.
 - **Team Player:** Willingness to work collaboratively with a small team in a fast-paced environment.
 - **Cash Handling:** Experience with POS systems and managing cash transactions.
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Skills and Attributes

- **Friendly and Positive Attitude:** You enjoy helping people and always greet customers with a smile.
 - **Multitasking Ability:** You can juggle multiple tasks at once while maintaining attention to detail.
 - **Problem-Solving:** You're able to quickly and calmly resolve customer concerns to ensure a positive experience.
 - **Health-Conscious Mindset:** You have a passion for health, wellness, and the products Karma Nutra offers.
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Work Environment and Physical Demands

- Must be able to stand for extended periods.
 - May require some light lifting (up to 20 lbs) for restocking and moving supplies.
 - Fast-paced, team-oriented environment with exposure to food handling equipment (e.g., blenders, juicers).
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Why Work at Karma Nutra?

At Karma Nutra, we believe in fostering a positive, health-conscious, and inclusive work environment. We offer opportunities for growth, a supportive team atmosphere, and the chance to be part of a business that promotes wellness and sustainability. If you're passionate about customer service and love healthy living, we'd love to hear from you!

How to Apply

Interested candidates can submit their resume and fill out an application detailing their customer service and smoothie preparation experience at <https://shorturl.at/Sz8VL>