

DOLLYWOOD POSITION DESCRIPTION

Merchandise Baker
Job Title

Merchandise
Division

Team Leader
Reports To

1/19/2012
Review Date

7/3
Pay Grade

01109/SV328S
Job Class

I. JOB DUTIES/POSITION EXISTS TO PERFORM:

Responsible for all various activities related to the operation of a Grist Mill Bakery, from ordering of raw materials to finished products associated with baked goods. Guides employees in learning proper food preparation, portion control, and storage of all bakery products. Implement and maintain proper procedures for inventory and stock rotation, ordering supplies, and scheduling Grist Mill Bakery production. Responsible for safe handling of food that complies with expected quality, quantity, presentation and health code requirements. Job functions include, but are not limited to, operating equipment to perform job duties, receiving incoming orders, minimizing product loss, and maintaining Mill bakery cleanliness. Employees should be prepared to perform other duties such as suggestive selling, sweeping, cleaning, operating a register, cleaning baking ovens, etc. May be required to learn and perform POS register duties. Employees must be 18 years of age to operate equipment. Management reserves the right to change and/or add to these duties.

A. Guest Excellence

- Greeting each guest with a cordial greeting
- Treating each guest as an individual
- Providing guests with professional showmanship via observation window overlooking the production area of the Grist Mill Bakery

B. Employee Excellence/Expectations

- Costumes are to be neat, clean and appropriately worn at all times while on Park
- Personal hygiene is very important
- Work schedules will vary. Employees must be available to work various and flexible hours
- Employees may be asked to work past their scheduled shift. On slow days employees may be sent home after 3 hours or called off for the day
- Employees must be available and willing to work at different locations on Park
- Employees may be using equipment such as, but not limited to, knives, slicers, ovens, warmers, mixers, sheeters, rounders, scalers, rolling racks, and other bakery equipment, brooms and mops, etc.
- Facial hair must be kept neatly trimmed and clean.
- A neat haircut is essential. All Hosts' hair should be neatly cut so that it does not extend past the shirt collar. All Hostesses' hair should be neatly combed and arranged in an easy to maintain hairstyle, which is in Dollywood theme.

C. Safety

- Understand and practice safe food handling at all times
- Be an active participant in safety issues relating to personal safety and the safety of fellow hosts and guests
- Follows safety guidelines for the cleaning of equipment and ovens including sign off documents for safety.
- Wearing of plastic gloves at all times while preparing, handling, or serving food items
- Hair restraints, such as hairnets, mop hats or caps, must be worn at all times by Hosts in the food area.

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II. EDUCATION/EXPERIENCE/SKILL REQUIREMENTS

- A. Basic English reading and writing skills needed to fulfill job requirements
- B. Ability to read/understand written instructions and company policies/procedures
- C. Two years of bakery operation experience is required
- D. Must be 18 years or older to operate equipment
- E. Must have the ability to take and pass Serve Safe test

III. PERSONALITY/ATTITUDE REQUIREMENTS:

- A. Able to project Dollywood's image by being genuinely friendly and caring and by taking pride in their work.
- B. Must be self-motivated and disciplined.
- C. Must be able to prioritize and complete work assignments on a timely basis.
- D. Must maintain strict confidentiality and judgment regarding privileged information.
- E. Must display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
- F. Must be willing to constantly improve
- G. Must have a professional appearance with good personal hygiene.
- H. Must promote and support a "team" work environment by cooperating and helping coworkers.
- I. Must adapt to changes easily.
- J. Must tolerate a fast paced, hectic environment.
- K. Must show appreciation to others.
- L. Must be sensitive to the needs of our Guests and feel empowered to take action to meet their needs within company guidelines.

IV. ESSENTIAL FUNCTIONS NECESSARY TO PERFORM JOB DUTIES:

- A. Ability to move about in confined areas
- B. Ability to lift and carry various weights up to 50 pounds to keep area stocked
- C. Able to Stand, balance, kneel, stoop, bend and climb stairs to maintain clean work environment and serve guests
- D. Ability to see near and far to safely operate equipment and negotiate work environment
- E. Reaching high and low to get supplies
- F. Must have manual dexterity necessary to complete all job duties such as detailed work, run a register or guest check system, calculator, etc.
- G. Able to hear, see and speak
- H. Able to speak, read and write English
- I. Able to sit and/or stand for long/short periods.
- J. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.
- K. Able to maintain good personal hygiene.
- L. Able to get along with other employees to work out problems and resolve conflicts (Able to work cooperatively with others)
- M. Able to comprehend instructions and retain information.
- N. Ability to tolerate heat, cold, and humidity necessary to work in kitchens, walk-ins, freezers, and climate changes
- O. Ability to tolerate detergents and chemicals such as, but not limited to, dish liquids, bleach, Tide, degreaser, oven cleaner and other chemicals necessary to clean/sanitize equipment and environment
- P. Ability to handle stress of accommodating a large number of guests at one time, changes in work schedule and job assignments

- Q. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
- R. Able to tolerate a fast-paced, hectic environment.
- S. Able to be flexible to handle frequent changes in priorities.
- T. Able to prioritize tasks and complete assignments on time.
- U. Able to report to work without being under the influence of or smelling of alcohol.
- V. Able to tolerate temperatures of freezing to 100 degrees F.