

Appendix E: Knowledge, Skills, and Abilities

Physical:

1. Ability to stand for up to 8 hours with minimal breaks in order to prepare food/drink items and provide customer service.
2. Ability to lift items that weigh up to 50lbs. such as fruit/vegetable cartons or boxes of supplies.

Federal State and County Laws:

3. Knowledge of state and/or federal labor laws such as California Labor Laws to ensure breaks are taken before the 5th hours and the Fair Labor Standards Act to schedule minors appropriately.
4. Knowledge of state and federal food safety laws/requirements and procedures such as how to prevent cross-contamination and/or proper storage of food items, sufficient to ensure the health and safety of employees and customers.

Supervision Behaviors:

5. Knowledge of principles and procedures for personnel recruitment, selection, and training.
6. Ability to monitor and assess the performance of yourself and other individuals to make improvements or take corrective action.
7. Ability to work with difficult people such as upset customers or uncooperative employees.

Preparation/Front of House:

8. Skill in using tools and operating various equipment related to preparing and storing food and drinks such as blenders, juicers, rice cookers, and knives.

Administrative Behaviors:

9. Knowledge of CTUIT Radar, NCR, POS system, Paycom software, and Microsoft Office programs including Excel and Word.
10. Skill in monitoring supply usage sufficient to place orders in a timely fashion in order to ensure adequate inventory for store use.

Communicative Behaviors:

11. Ability to communicate effectively with juicers and other general managers, including informing staff about daily responsibilities and changes pertaining to the job (shift assignments and changes, upcoming promotional events, write-ups).
12. Ability to speak clearly and concisely to customers regarding complaints, questions, or concerns and assess their needs in order to meet quality standards for services.
13. Ability to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Logistic Knowledge:

14. Knowledge of business and management principles involved in strategic planning (such as knowledge of seasonal sales trends) in order to inform proper staffing, maximize profit and loss, and satisfy other store needs.
15. Ability to use basic arithmetic including adding, subtraction, division, and multiplication.

Customer Service:

16. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.