

***GSR***

***(Guest Services Representative)***

**Position Summary:**

To serve Nothing Bundt Cakes guests both in person and over the phone with creative solutions in a warm and welcoming environment. Guest Service Representatives will also perform side work duties for the crafting department, some light cleaning, and some clerical duties.

**Requirements**:

Possess a strong sense of teamwork

Ability to follow instructions

Has integrity

Takes initiative

Fits the Nothing Bundt Cakes Culture

Has the ability to work well under pressure

Outgoing and friendly personality

Ability to multitask while paying special attention to detail

Strong sales ability

Genuine care of others needs

Ability to work with a sense of urgency



**Providence Towne Center**

**99 Market St. Suite F-10**

**Collegeville, PA 19426**

**Monday-Friday: 9am-6pm**

**Saturday: 10am-6pm**

**Sunday: Closed**

**610-989-CAKE (2253)**

**Responsibilities may include but are not limited to:**

Abide by all NBC policies and procedures

Uphold NBC's image and brand

Assist other departments when necessary

Introduce walk-in guests to our bakery and our products with a guest tour

Assist guests with walk-in orders while using creative solutions

Suggest balloon sales, show porcelain items, and up-sell with candles and cards

Assist phone guests by placing incoming orders

Give cake presentations while preforming quality control tests

Operate & balance (POS) point of sale with accuracy and efficiency

Gather guests email addresses

Keep samples available during all hours of operation

Maintaining a strong knowledge of NBC's products, prices, and promotions

Keep retail area clean, swept, neatly merchandised

Dust all retail surfaces twice per week, including all counter tops, and POS stations

Duties assigned by crafting department such as fluffing bows and making design pieces