Short’s Brewing Company  
Job Description – Deli worker

Reports To: Chef Brendon Edwards

Description Summary:
The Deli Worker is responsible for the day to day food production at our pub in Bellaire. As the pub and our beer represents the public “face” of Short’s Brewing Company so does our delicious food, the Deli Worker is tasked with ensuring that SBC’s creativity and quality are enjoyed through guests’ food experiences.

Deli Worker is an at-will, hourly position. The Deli Worker receives food orders, prepares sandwiches, pizzas, soups, appetizers, and to go orders. The Deli Worker maintains a clean, organized and stocked station and communicates with other Deli Workers to expedite high quality food with efficiency and accuracy. The Deli Worker must effectively communicate with Pubtenders and management about any food production issues and out of stock items as they arise. The Deli Worker washes dishes, and silverware and processes silverware through the washer behind the bar. The Deli Worker is on his or her feet most of the time and often carries heavy loads of food and stock items up and down the stairs throughout the shift. The workspace can be crowded and the floor can be wet, so caution with urgency must be practiced. No job is too big or too small. If it needs to be done, a Deli Worker will work with their team to get the job done.

The Deli Worker position is reviewed by management based on results and satisfactory completion of job requirements, but should expect to work a variety of hours as the seasons affect business levels. A Deli Worker can be expected to work day shifts, nights, weekends and even double shifts, depending on the season or staffing needs. A Deli Worker should prepare to work during all busy seasons and holidays. A Deli Worker should anticipate the busy times and have their stations and bar stocked, ready to meet the onslaught of customers eager to place their orders. Likewise, Deli Workers should use slower times to accomplish side work and cleaning projects and check with a manager for any additional side work needing completed.

Essential Job Abilities:
A Deli Worker should be calm, flexible, and able to work through high volume lines while providing the best customer service possible. They will often experience the pressures of simultaneously coordinating a wide range of tasks. When problems occur, the Deli Worker should try to resolve them with minimal disruption to customers and seek a manager or help from a coworker if needed. Through it all, they will lead by setting a professional and upbeat example.

A Deli Worker should be able to meet the physical requirements of lifting 50 pounds, being on his or her feet for up to 12 plus hours per day, and being able to walk up and down a flight of stairs several times per day. They will also be expected to have the writing and math skills necessary to accurately complete forms, write orders, draft emails, and perform necessary calculations.
The Deli Worker must also be able to follow a recipe using standard measurement systems and effectively and safely use kitchen utensils. They must be willing and able to learn to create complex menu items and to respond positively to feedback regarding performance. Sufficient dexterity for working in a crowded workspace with various coworkers is essential. The Deli Worker must be able to communicate with effective verbal and written skills, such as through email.

The Deli can be crowded and hot and filled with potential dangers, such as hot ovens and slippery floors. At peak business times, Deli Workers are under constant pressure to get meals prepared quickly, while ensuring quality is maintained and safety and sanitation guidelines are observed.

Because the pace can be hectic during peak dining times, deli workers must be able to communicate clearly so that food orders and service are done correctly. Work hours in the deli may include early mornings, late evenings, holidays and weekends. Deli workers are required to be clean and sanitary. Deli staff ensures that sanitation and safety standards are observed and comply with local regulations. Fresh food must be stored and cooked properly. Work surfaces and dishes must be clean and sanitary. Employees and customers are to be safe from illness or injury. Our deli must maintain all of these standards to not only meet the standards of Short’s Brewing Company, but also meet the standards that are enforced by the local health department.

**Essential Characteristics of Short’s Brewing Company Employees:**

- **Attitude, quality of our work and SBC culture** - At Short’s we believe that life is short and your work, career or job requires a great majority of your time while inhabiting planet Earth. So why not enjoy it? We love where we live and we love what we do and we want all of our employees to do so as well. Happy, healthy and hardworking employees produce great fulfillment in themselves and others. Our culture and our attitude are important functions of the job itself and the success of our company.
- **Work ethic and job performance** – exemplifies the quality, enthusiasm and professionalism associated with SBC standards
- **Adapt with SBC Evolution** – We are a company obsessed with refining our processes and procedures to gain efficiency & quality. Being able to adapt and participate to this kind of evolution is a critical.
- **Invest in the consumer** – get to know the patrons on a first name basis
- **Do a lot with a little** – be resourceful, adaptable and efficient
- **Be unique and creative** – emphasize on quality and brilliance of diversity in the menu and every aspect associated with SBC
- **“Hand Crafted by people who care in Northern Michigan”** – embed this message in every application associated with SBC
- **Be Professional** - have excellent communication and be appropriate with coworkers, supervisors, customers and delivery people. Represent Short’s Brewing Company on and off premise with professionalism
- **Be a good communicator** - share ideas, concerns and successes with managers.
- **Proactive problem solving** - Be part of the solution
- **Do what it takes to get the job done**
● Lead by example

**Day to Day Job Duties:**

- **Opening Duties**
  - Start Soups - Start by looking at chef’s list. Plug in hot plate and go get soups, start on medium
  - Get daily Specials from Chef – learn how to make/process daily items
  - Work on prep items
  - Do dishes
  - Put away dishes
  - Stock stations
  - Ensure that all items in stations are fit for consumption
  - Remove lids from stations
  - Turn on ovens before pub opening

- **Prep Work**
  - Sauces and dressings
  - Salsa
  - Exactly Where I’m At
  - Mac & cheese
  - Soups
  - Slicing and weighing meat
  - Cooking chicken and bacon
  - Black bean corn salsa

- **Line operations - Expect to work on the line, days, nights, weekends, mid shifts & sometimes double shifts.**
  - Specials – be knowledgeable and proactive in understanding and producing our daily specials.
  - Stock rotation – Use “first in, first out” when using all products. Always double check to use the oldest product first.
  - Ensure product consistency is maintained throughout your shift and throughout the deli.
  - Have a sense of urgency, but never put speed in front of quality
  - Be a self-starting employee. Find projects to clean and organize during slow times and ask a supervisor
  - Be prepared going into a shift what the deli and or individual stations need

- **Deli Station & Food Preparation**
  - **Appetizer Station**
    - Ensure that tickets with items marked as “appetizer” are generally made before other items and tickets
    - Multi-task to ensure that easier items (soup breads, Mac & Cheese) do not have long wait times
    - Communicate with pizza and sandwich station operators regarding tickets with items from multiple stations
■ Ensure knives are clean for a variety of items (i.e., do not use the same knife to cut cheese and then cut baguette without replacing or cleaning the utensil)
■ Ensure that proper stock of portioned Mac & Cheese and “Exactly” sauce exist
■ Ensure proper timing of items (i.e., starting “Exactly” sauce when the bread is inserted into the oven)
■ Ensure proper microwave times
■ In most instances, make sure tickets from the printer are distributed properly and that the printer has adequate paper and ink
■ Ensure that salads made in advance stay fresh and cool by storing them inside the appetizer or landing station
■ Ensure that lettuce for salads is fresh
■ Ensure that to go salads are consistent with dine in salads
■ Ensure adequate presentation for items that may not be checked at landing (salads, Mr. Smoker)
■ Be observant of ticket times
■ Keep a mental or physical note of low stock items
■ Ask pubtenders about unclear tickets

○ Sandwich station
  ■ Communicate with appetizer and pizza station operators regarding tickets with items from multiple stations
  ■ Ensure that the sending of grilled items (Rift, Puerto Rican Power, Voodoo Lady, etc.) are timed properly with non-grilled items
  ■ Ensure that meat portions are correct
  ■ Ensure consistency amongst sandwiches with sauces, bread, bacon, etc.
  ■ Ensure that wrap items are sent further up in the oven to prevent burning
  ■ Ensure that special orders are followed, especially regarding allergies
  ■ Ensure that trays are adequately clean for sandwiches
  ■ Ensure that trays sent into the oven do not have too many or too few sandwiches
  ■ Be observant of ticket times
  ■ Keep a mental or physical note of low stock items
  ■ Ask pubtenders about unclear tickets

○ Pizza Station
  ■ Communicate with appetizer and sandwich station operators regarding tickets with items from multiple stations
  ■ Ensure that sauces, cheeses, and topping amounts are consistent among items
  ■ Begin “docking” pizza crusts when they have been bubbling
  ■ Ensure that 9 inch crusts are introduced further into the oven to prevent burning
  ■ Ensure with management or co-workers that replacement items (ie pork jowl instead of bacon) is adequate for certain situations
  ■ In the event of tickets with multiple pizzas, ensure that pizzas are sent “back-to-back” in the oven to prevent waiting time or cold delivery for the customer
  ■ Ensure that pizzas with half different items (ie. Half no mushrooms) are properly designated by a mark/cut in the crust for landing purposes
  ■ Ensure that dish items are not on the bottom oven when the oven is operating
  ■ Ensure that items taken from other stations (ie. Spinach from Sandwich station) are adequately replenished, time permitting
Keep a mental or physical note of low stock items
Ask pubtenders about unclear tickets

○ Landing Station - The Quality Controller. This station operator must have an awareness of timeliness and menu item/ticket continuity and most importantly the eye on quality. This station is the final checkpoint before sending food to the customers and the food must meet SBC’s standards.
  ■ Ensure proper communication with other stations, especially Sandwich, to ensure proper timing of food items
  ■ Designate and communicate with bussers about special items (i.e., White Pepper with no onion)
  ■ Be observant of tickets involving items prepared entirely at the landing station (i.e., El Camino)
  ■ Communicate with pub staff regarding low quantity items, such as soups
  ■ Ensure that knives and pizza cutters are always clean and sauces do not mix
  ■ Ensure that the grill is clean and not burning
  ■ Ensure that landing station cutting board and table are clean at all times to prevent mixing of breads and sauces and for deli presentation purposes
  ■ Ensure that food is promptly removed from the oven, as to prevent burning of backed up items
  ■ Do not hesitate to tell other station operators to stop sending food in the event of a backup
  ■ Communicate with other station operators about consistency issues with items
  ■ Ensure that trays and screens are returned
  ■ Ensure that bussers/pubtenders know of orders ready for delivery to customers
  ■ Ensure that certain sandwiches are completed at landing station (i.e., Lettuce is added to Someday)
  ■ Ensure that any food ingredients that have fallen during cutting of sandwiches are put back in
  ■ Ensure that soups are initially warmed to at least 165 degrees Fahrenheit and maintain a temperature of at least 140 degrees Fahrenheit
  ■ When the customer is not present, place the ticket for a to go order near the bell so pubtenders know the food is ready for delivery
  ■ Ensure that food baskets are clean
  ■ Ensure consistency with add on items (i.e., chips, pickles, sour cream)

● Closing Duties
  ○ Pull out all equipment, sweep and deck brush floors
  ○ Break down all coolers and wipe inside and out
  ○ Clean microwaves inside and out
  ○ Stock and rotate stock up top and down below in coolers.
  ○ Ensure walk in cooler is tidy and all items are sealed/lidded
  ○ Take out cardboard
  ○ Check cooler temp
  ○ Visual inspection of dry storage
  ○ Ensure all ovens turned off
  ○ All dishes are done
  ○ Check with pub staff before leaving to see if they need anything
○ Turn out lights
○ Ask a manager to check you out

● Food Storage Areas (dry and cold)
  ○ Rotate stock
  ○ Monitor temperature
  ○ Monitor cleanliness
  ○ Monitor stock
  ○ Put away food orders
  ○ Keep swept and mopped

● Cleaning and organization
  ○ Daily cleaning tasks
  ○ Weekly Cleaning tasks
  ○ Monthly Cleaning tasks

● Equipment and Tools - learn how to clean, operate and maintain the deli equipment and where it belongs
  ○ Slicer – slicer is to be fully disassembled and cleaned after each use. (must complete slicer training with 2 co-workers before going solo)
  ○ Steam wells
  ○ Induction hot plate
  ○ Ovens
  ○ Knives
  ○ Thermometers
  ○ Coolers