

Position Description - Host/Server at Uncle Clay's House of Pure Aloha

We are looking for good people who are passionate about serving others, crafting high quality desserts that make people smile, and personally growing with a company focused on cultivating Pure Aloha to generate a positive impact on others and the community.

- Positions available at HOPA Aina Haina
 - Compensation starting at \$10.10/hour plus tips (typically varies from \$4.00-\$5.00+/hour)
 - Benefits, Bonuses/Incentives, Staff Discounts, and more will be made available after training and employment milestones are reached
 - Opportunities to advance in position may become available based on House performance, personal performance, and completion of additional training
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Position Summary

This position contributes to HOPA's success by creating the "HOPA Experience" for guests by providing them with genuinely caring service, high quality desserts and other food products, and a clean and comfortable environment. This position also contributes to building HOPA as a great company to serve at by building HOPA's Pure Aloha culture and being a supportive Team Member to others both inside and outside of the House.

Summary of Key Functions and Responsibilities

Essential position functions and responsibilities include but are not limited to the following:

- Behaving in ways that are aligned with and promote HOPA's Pure Aloha culture, core values, and guiding principles
- Fulfilling various hosting and serving roles as assigned during each shift, including:
 - Greeter - making eye contact and greets every guest waiting in line with Pure Aloha; promoting, explaining, and answering questions about HOPA's food products, menu, and community partnerships and initiatives; managing the flow of the guest line by expediting orders via handheld device
 - Cashier - making eye contact and welcoming every guest with Pure Aloha; using touch screen POS system to verify and finalize orders; collecting payment accurately and efficiently; helping to promote and facilitate "Pure Aloha Coins" giving
 - Front Kitchen - crafting high quality shave ice, ice cream, and other food products consistently for all guests by following recipe and presentation

- standards; performing in open-kitchen to engage and entertain kids and adults while crafting products
- Back Kitchen - completing basic and various food prep tasks; helping to replenish products and supplies for front kitchen; organizing and cleaning the area; dishwashing
- Retail - promoting and answering questions about various retail products; assisting guests with purchases by using touch screen POS system
- Maintaining a calm demeanor during extremely busy periods or unusual events to keep House operating to standards
- Finding ways to be productive during slow periods by proactively identifying tasks to complete
- Setting a positive example for the shift team and acting as an encouraging and supportive Team Member who is pleasant to serve alongside
- Maintaining a clean and organized workspace so that Team Members can locate resources and product as needed
- Communicating effectively with Shift Leads and House Managers as needed
- Following all health, safety, and sanitation guidelines for all products
- Following operational policies and procedures, including those for cash handling, safety and security, to ensure the safety of all Team Members during each shift
- Participating in online House Team communications and attending quarterly all-hands company meetings and periodic trainings as scheduled and required
- Maintaining regular and punctual attendance

Non-essential position functions and responsibilities include but are not limited to the following:

- Assisting with new Team Member training by reinforcing successful performance and giving respectful and encouraging support as needed
- Supporting the development of House operational systems by providing thoughtful suggestions and feedback
- Attending and participating in team socials and volunteer/community events and activities

Basic Qualifications

- Prior experience in foodservice or hospitality industry, preferred but not required
- Preferably able to serve flexible hours that may include mornings, evenings, weekends, nights, and/or holidays
- Able to fulfill various House roles and perform associated tasks during each shift
- Able to lift objects of various shapes and sizes up to 20 pounds
- Able to stand and perform tasks for extended periods of time
- Able to maintain a good level of energy throughout an entire shift
- Embraces HOPA's vision, mission, core values, and guiding principles

Keys to Success for this Position

- Passionate about living and sharing Pure Aloha to make a positive difference
- Feels joy and fulfillment by serving others and making them feel special
- Good interpersonal skills and enjoys building relationships
- Ability to work as part of a team
- Ability to express gratitude to guests and fellow Team Members
- Ability to be fully present in a fast-paced and constantly evolving environment
- Ability to understand and carry out oral and written instructions and request clarification as needed
- Ability to learn quickly, accept feedback well, and continuously learn
- Ability to maintain a general level of wellness (physical, mental, emotional, spiritual)