



## **Banh Mi Station Team Member Job Description**

United Noodles is a 15,000 square foot import grocery store tucked away in the Seward neighborhood of Minneapolis just off of Minnehaha Avenue, the Midtown Greenway, and the Hiawatha Light Rail line. Our family-owned and operated supermarket has been serving the community for more than 45 years. You can pick up everyday essentials like milk, eggs and bread, and also discover products from China, Japan, Korea, Taiwan, Singapore, Hong Kong, Thailand, Malaysia, Indonesia, Vietnam, the Philippines, India, Sri Lanka, Hawaii, and more. We have a fully stocked meat and seafood department and a produce department filled with conventional and hard-to-find fresh fruits and vegetables.

We are looking to add an experienced Banh Mi Station Team Member to our family. Our ideal candidate is a friendly, organized, detail and customer service oriented individual who is self-motivated, hardworking, and reliable.

### **Job Duties and Responsibilities:**

- Primary Role: To prepare, wrap, and display Bahn Mi sandwiches, and maintain items throughout the day. To ensure a positive shopping experience for customers and a positive work environment for fellow team members.
- Produce items to specifications on recipes and follow specific department routines to drive sales, instocks and profitability
- Verify product quality, freshness and check for damage; label and date all products for cooler storage
- Understand how operational procedures impact shortage and profitability
- Follow proper packaging and labeling guidelines for prepared food products
- Monitor and record temperature-sensitive food items as outlined through best practice
- Deliver an exceptional customer experience, providing a fresh and abundant shopping experience during all hours of operations, prioritizing the guest's needs over a task
- Create a welcoming experience by authentically greeting all guests
- Engage with customers in a genuine way, which includes asking questions to better understand their specific needs
- Observe to quickly understand whether a customer needs assistance or wants to interact. Follow body language and verbal clues to tailor your approach
- Be knowledgeable about the tools, products, and services available in the total store, and specific to your area, to solve issues for the customer and improve their experience
- Thank the guest in a genuine way and let them know we're happy they chose to shop at United Noodles
- Uphold and maintain the execution of United Noodles' Standards
- Follow safe food handling and sanitation policies and procedures
- Locate and identify damaged, recalled or expired items and process according to best practice
- Appropriately use and care for in-store and personal protective equipment



- Maintains adherence to department and company guidelines related to personal hygiene and dress.
- Protects associates and customers by removing potential hazards from the sales floor
- Always demonstrate a culture of ethical conduct, safety and compliance
- Performs department stocking as assigned
- All other duties based on business needs

#### Requirements:

- Flexible work schedule (e.g., nights, weekends, and holidays) and regular attendance necessary
- Reliable transportation
- Learn and adapt to current technology needs
- Work both independently and with a team
- Resolve guest questions quickly on the spot
- Attention to detail and follow multi-step processes
- Previous culinary experience preferred
- Strong knife skills preferred

#### Benefits:

- United Noodles is a fun, family-oriented environment. We pride ourselves on having a positive work environment and do everything we can to take care of our employees.
- Competitive wages.
- Excellent health and other benefits for qualified employees.
- Flexible schedules with no late nights.
- Employees receive 50% off prepared foods on days they work and 20% off in the grocery store at all times.