



**701 North Milwaukee Avenue • Suite 312 • Vernon Hills, IL • 60061**  
**224-206-7716**

[vernonhills@nothingbundtcakes.com](mailto:vernonhills@nothingbundtcakes.com)

## **Guest Services Representative**

Vernon Hills, IL

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
- Must have reliable transportation

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 performing 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.
- Track inventory and commission sales

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## ***Dishwasher / Utility***

***Vernon Hills, IL***

Position Summary:

The dishwasher/utility employee will be responsible for washing dishes from the baking and frosting department as well as cleaning the bakery. Cleaning will include floors, walls, bathrooms, shelves etc. During downtime, the dishwasher will fold boxes, label containers and assist other departments.

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
- Possess strong physical stamina
- Finds comfort doing repetitious work
- Has a strong sense of pride in one's work
- Feels the necessity to keep a clean work environment
- Must have reliable transportation

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
- Wash all dishes from frosting and baking departments
- Clean bathroom(s)
- Keep walls, floors, shelves and surfaces clean
- Clean refrigerator and cooler units
- Fold Boxes and label containers
- Empty trash and take to dumpster
- Clean floor drains
- Assist baker and froster(s) with daily tasks
- Clean windows

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## ***Froster***

***Vernon Hills, IL***

### Position Summary:

A froster will make frosting and frost all cakes according to NBC's standards and time guidelines including cakes available for walk-in guests, pre-ordered cakes, and marketing cakes. The froster will be responsible for keeping the display case fully stocked, samples readily available, and maintain appropriate par levels of additional cakes. It will be the froster's responsibility to keep the frosting station clean, sanitized and running efficiently.

### 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
- Has a strong sense of pride in one's work
- Ability to work at a fast pace
- Possess strong physical stamina
- Has good organizational skills
- Feels the necessity to keep a clean work environment
- Must have reliable transportation

### 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
- Keep case in retail area stocked with Bundtlets, 8" and 10" cakes, and back up sample trays
- Maintain par levels in cooler for case cakes, assorted Bundtini packs and sample trays
- Make frosting when amount goes below par level
- Frost all cakes for same day and next day orders
- Fold Boxes
- Keep frosting area clean and sanitized including tables, microwave and tool bins
- Track inventory of frosting material
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