

Restaurant - Counter Sales Lead - San Jose Rose Garden Area

We are currently seeking **Lead Counter Sales Rep** which is part time position at Café Rosalena located in San Jose Calif.

Café Rosalena is a successful restaurant that has been in the same location for over 28 years. Our focus is Breakfast Burrito's and Specialty Salads in addition to other delicious breakfast and lunch meals. Many loyal customers know us for our famous Orange Sauce! Our customer base is very unique, it is a combination of business people, families from nearby neighborhoods, college students from Santa Clara University and San Jose State.

COUNTER SALES- LEAD

The duties and general qualification of the Counter Sales Lead position include the following

- Assist the Counter Sales Manager when needed with the following tasks
- Overseeing, organizing and coordinating the front of the house staff
- Training of counter sales reps
- Writing up / Billing customers for catering orders
- Managing work schedules of the week
- Resolving customer complaints regarding food quality and customer service
- Maintain a clean and inviting environment
- Multi-task in a fast paced environment.
- Lead by example with a positive pleasant attitude
- Provides solutions and not problems

Counter Sales Lead requirements:

- experience in working in the food industry - customer facing
- proven management experience in the food industry
- Above average business acumen
- People management skills
- Excellent organization and time management skills
- Effective communication skills
- Excellent customer service skills
- Bilingual English-Spanish would be ideal

General Description of Duties and Responsibilities

- Experience working face to face with customers as well as restaurant experience is ideal
- Positive attitude, friendliness, and the ability to exceed customer service
- Experience and the ability to manage conflict

- Responsible for ringing up guest orders.
- Assist our chefs with any customer requests.
- Assist in preparation for catering orders (Plastic plates, napkins, coffee cups, etc.)
- Assisting with other team members in the cleaning of tables/floors and the end of day basic clean-up
- Refilling condiments, coffee, soft drinks, etc.
- Keeping guests satisfied!!

General Qualifications The Position:

- Willingness and ability to work in a fast-paced restaurant environment.
- Ability to work as a team with our existing employees
- Experience in fast pace restaurant is ideal
- References from previous employers

DAYS / HOURS

- 24 hours per week, 4 days per week Thursday – Sunday
- NOTE:** If interested, this position could expand to 40 hours per week in 3-5 months

Before you apply we would recommend that you first visit Café Rosalena as well reviewing the foods we prepare
<https://direct.chownow.com/order/13474/locations/18882>

We serve the public seven days a week. We close at 2PM everyday therefore no night shifts your evenings are off!

Address: 1077 The Alameda, San Jose, Calif 95126
Web page: <http://www.caferosalenasanjose.com/>

We are a Drug Free Workplace!!

3-23-24