



Job Title: Guest Service Specialist (Full Time)

Company Overview: Lefty's Righteous Bagels is getting ready to launch a bagel shop in Evanston, IL committed to delivering exceptional quality and taste to our customers. We believe that bagels make people happy and we are committed to spreading happiness through delicious food. Lefty's Righteous Bagels takes pride in crafting bagels using traditional methods and premium ingredients that are **hand-rolled, kettle-boiled, and wood-fired**. We want to deliver old world flavors with modern hospitality. We are seeking a skilled and passionate full-time Guest Service Specialist to join our team and contribute to our commitment to creating a fun place to work with people who are passionate about food, coffee, and service.

Position Summary: We are seeking a passionate and energetic full-time Guest Services Specialist to join our team. We believe that every visit to Lefty's Righteous Bagels should be a memorable experience, filled with warm smiles, exceptional service, and the best bagels in town. As a Guest Services Specialist, you will be the face of Lefty's. Your primary role is to ensure every customer feels valued, appreciated, and eager to return. You'll play a key part in fostering a positive atmosphere, handling customer inquiries, and assisting with various tasks to ensure smooth operations. If you share our passion for customer service and love creating memorable experiences, we'd love to have you join our team!

Responsibilities:

1. **Customer Engagement:** Greet customers warmly and make them feel welcome. Assist with their orders, offer recommendations, and ensure a positive dining experience.
2. **Order Management:** Accurately take and process orders, both in-person and over the phone, ensuring special requests and dietary restrictions are accommodated when possible.
3. **Problem Resolution:** Address customer concerns or complaints promptly and professionally, striving to resolve any issues to the customer's satisfaction.
4. **Cleanliness & Organization:** Maintain a clean and inviting front-of-house environment, including dining areas, restrooms, and the counter space.
5. **Product Knowledge:** Stay informed about our menu items, daily specials, and promotions. Share this information enthusiastically with customers to enhance their experience.
6. **Team Collaboration:** Work closely with kitchen staff and other team members to ensure efficient service and seamless operation.
7. **Upselling:** Proactively suggest add-ons or promotions to enhance the customer's order and boost sales.
8. **Cash Handling:** Process transactions using the point of sale system, handle cash and credit card transactions accurately.
9. **Other:** Assist with opening, closing, and bagel rolling duties as required.

Ideal Candidates Will Have:

1. **Passion for Customer Service:** A genuine desire to make every customer's experience special.
2. **Excellent Communication Skills:** Clear, friendly, and professional communication with customers and team members.
3. **Problem-Solving Abilities:** Quick thinking and effective resolution of customer issues.
4. **Attention to Detail:** Strong attention to detail and ability to follow procedures accurately.
5. **Composure:** Ability to work efficiently in a fast-paced environment while maintaining quality standards.
6. **Open mindedness:** Ability to be flexible with job demands and open minded when being asked to complete tasks.
7. **Team Player:** Excellent teamwork and communication skills.
8. **Flexibility:** Willingness to work varied shifts, including early mornings, weekends and holidays.
9. **Previous Experience:** Prior experience in customer service, retail, or food service is a plus, but not required.
10. The required Illinois Food Handler Certificate prior to start date
11. Physical stamina and dexterity to perform tasks such as lifting and standing for extended periods.

Compelling Reasons to Join Our Team::

1. Hourly wage of \$20.25/hour
2. Opportunities for advancement and professional development
3. Employee discounts on products
4. Shift meal
5. Medical and supplemental insurance
6. Paid time off (PTO) and paid training
7. Close to both public transportation, both Metra and CTA lines within ½ a block from Lefty's location

Working Conditions:

1. **Physical Requirements:** The role(s) in food service can be physically demanding. The ability to stand and move around for extended periods of time (up to 8 hours or more per shift) is also necessary.
2. **Environmental Conditions:** Our bakery operates in conditions that may vary from very hot to room temperature. Additionally, the restaurant environment can be noisy and busy, requiring the ability to focus and work efficiently in such conditions.
3. **Schedule and Availability:** As a full-time guest service specialist you will be expected to work 40 hours a week. You may work food service hours, which include early mornings, weekends, and holidays.
4. **Safety and Hygiene:** Adherence to food safety and hygiene standards is non-negotiable. Employees are required to follow all health and safety guidelines, including proper use of equipment. Regular hand washing and maintaining a clean and organized workspace are crucial to prevent contamination and ensure the quality of our products.

Interview process:

The process will consist of:

- A completed application
- An in person interview with a member(s) of the Lefty's Leadership team

If you are excited about joining a dynamic team dedicated to having fun and delivering excellence, we encourage you to apply for this position. Come be a part of our journey in delivering unparalleled experiences to our valued customers in Evanston and beyond!

Lefty's Righteous Bagels provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.