



OVERVIEW SEASON 2024

Centerville, MA 02632
Home Made Since 1934

The following is a brief description of the positions you may be asked to perform if employed at Four Seas Ice Cream. Many jobs cross over into other job descriptions due to the demand of the job, the needs of the customer and the needs of the manager.

Four Seas Ice Cream is a very fast paced old fashion Homemade ice cream and sandwich shop. We are entering our 89th season. We pride ourselves on the best product, service and experience and everyone who works here from the owners to the bussers are a very important part of the experience.

Busser- This employee is responsible for keeping the tables cleared and cleaned, as well as the surrounding floor areas. Also, for keeping the front counter and chests cleaned, and washing, drying, and putting the dishes away. They may be asked to fill water glasses and deliver to customers, re-stock items needed to support the other staff. And any/all other tasks as assigned.

Retail person- This person may be required to set up or put away and restock all items under the tent for sale. Also is required to sell items, memorize prices, greet customers, inventory, and organize as well as track items sold and money handling tasks. And any/all other tasks as assigned.

Cake decorating- Learn to decorate cakes. Inventory and make sure the orders are filled and extra cakes are available for sale. Hand pack cakes as needed for decorating. Advise Doug if cakes need to be made. Restock icing and toppings as needed and advise Doug or Peggy if something is getting low or you take out the last of something.

Morning Boy/Person (MoBo)- This requires an organized person. Fully clean and stock the store, make preps, organize, empty trash outside as needed, put away deliveries, wash floors, help retail person setup.... early morning to early afternoons.

Counter Person- This is the largest staffing requirement. This means that you will be helping customers, making products, figure totals for the products in your head, making change, side jobs, cleaning counters, washing dishes, make fudge, help the HOS, Night Manager, or Ice Cream Maker and many other tasks as assigned.

Sandwich person- This person is required to make preps for the day, each day. Make sandwiches that are consistent and prepared the Four Seas way. Inventory and order product as needed for Sandwiches. Wait on customers whenever possible. Make cookies, brownies, decorate cakes, and other tasks as assigned. Count and tally tips at the end of the shift. Required to tally and document the total number of sandwiches sold. Count, distribute and document on the tip sheet how much was made.

The positions below are typically held by staff w/ 2 years + experience.

Head of Shift (HOS)- This senior staff member on the dayshift will supervise other staff, money handling, support staff and discipline as necessary. They will handle and exchange money, wash dishes, wait on customers, change cans and assist other staff members with assigned tasks. This person will report directly to the owners any discrepancies and issues. The HOS is responsible for assigning staff to specific tasks and keeping the shop, employees and customers in the Four Seas way.

Ice Cream Maker Asst- This person must be able to at work as needed, the shift will vary. Lift crates, go into freezers, memorize recipes, learn measurements, pay attention to detail, empty cream and products in ice cream machine, work in a very fast paced environment.

Night Manager- This is the person has the most responsibility. This person is responsible for assigning jobs, handling money, handling customer and supervising employees. Ensure that all staff show up for work on time and that everything runs smoothly. Inventory, stocking, closing the store and much more.

The following are requirements for all jobs:

Work from **Mar 30th** preseason (sometimes after school for a few hours and on weekends) through the middle of September. The shop officially **opens on Saturday, May 18st** and **closes on Sunday, September 8th**. There are a few post-season after school cleanup days (these are scheduled days). There may also be some off-season hours available.

Everyone must be willing to work weekends, HOLIDAYS, and birthdays while in season as scheduled. **You** must find someone to pick-up or trade shifts if unable to cover one of them. If you cannot find someone you should talk with Doug and Peggy and see if they have any suggestions, if not **you will be required to report to work as scheduled.**

If hired, You will need to go to **Barnstable** High school office and pick up a work permit application and follow the directions to obtain your work permit.

All **NEW** employees will need to go on line and google **MASS Allergy training**, then find the link to **Berkshire AHEC** and click on the link. You will a video and answer a few questions. They will then email you an allergy certificate. You will then need to give a copy of the certificate to Peggy or Doug. If you are a returning you will have to obtain a new certificate once yours has expired.

Download the following documents off **Schedulefly** and submit them to Peggy:

I-9 from the Dept. of Immigration (along with appropriate documentation)

W-4 from the Internal Revenue Service

M-4 from the Commonwealth of Mass. Department of Revenue

The **employee information form**

Direct Deposit form

Download the **policy manual** from **Schedulefly** read it and return the signed to receipt to Peggy.

All new employees are responsible for taking an on-line allergy information session (about 30 minutes) answer a questionnaire at the end and submit your certificate to Doug or Peggy. Additionally, there are other documents and videos on **Schedulefly** that you need to review and some require a signature.

You will also be required to attend training as scheduled:

New employee Orientation will be held at **4pm on Thursday, April 4th & Thursday May 16th.**

The Mandatory Staff meeting will be held on Friday, May 19th at 4pm

Additional training prior to opening may be scheduled. All employees will be notified via Schedulefly.

There will be a Mandatory staff meetings during the season date TBA

There will be Chest cleaning sessions **2 (1 in June (after school is out), 1 in July,) dates TBA.** Chest cleaning is where **everyone** helps to clean the store top to bottom. The front chests are emptied of all ice cream and cleaned. Covers for the chests are picked and cleaned. All trashcans and tables are removed inside and out and cleaned. Floors are scrubbed and washed. The sandwich kitchen is cleaned top to bottom and the walk-in cooler, racks and food products are removed. Racks inside the building are removed and cleaned.

We take pride in the fact that we hire the best of available students who provide the service and experience. Our tag line is "Come in and taste the difference". We expect each employee to greet politely each customer with a smile.

Working at Four Seas is hard work but provides many benefits to those who work here.

- ❖ Lifelong friendships
- ❖ Paid a good wage plus tips in some positions
- ❖ Opportunity for advancement
- ❖ Diversity of skills development

We also provide our employees with benefits that are not found anywhere else you might work, including:

- \$\$\$ (of course)
- Flexible scheduling (within reason)
- Ski Trip Weekend in winter
- Scholarships senior year of High School that are college bound
- Bonus available after the first full year of employment to employees who qualify
- Some volunteer opportunities for Charitable events

The last 2 weeks of summer gets crazy, we expect local HS students to work through September 13th even with school and afterschool activities; off Cape students to try their best to work both Labor Day weekend and Closing weekend. College Students to work up to just 2 or 3 days prior to classes starting (and try to come back for closing weekend if going to school nearby- We will pay for gas to come back).

--- Please plan accordingly- Summer reading/ projects/ packing/ etc.

PLEASE KEEP THIS SHEET – DO NOT RETURN IT with YOUR APPLICATION