

EMPLOYEE EXPECTATIONS FOR MOOMERS®



Moomers is a fun place to work, but ***it is work!*** We have high expectations for all Moomers employees. The following must all continually be met by each employee in order to have a successful business. Please evaluate yourself in all of these areas. If you believe you are able to meet Moomers expectations, please fill out the attached application and return it to Moomers Homemade Ice Cream or email it to **info@moomers.com**.

TYPICAL DUTIES OF A MOOMERS EMPLOYEE:

scooping ice cream • learning and making all menu items • learning all ice cream flavors
cleaning • dishes • rolling waffle cones
providing excellent customer service • ice cream production prep

COMMUNICATION

Enjoys communicating with others, shows confidence, able to show assertiveness when necessary, able to use a friendly voice with peers and customers, able to use a **loud voice** when calling out a finished order.

CUSTOMER SERVICE

Enjoys interacting with, talking to, and serving & helping others. Greets customers promptly and cheerfully. Able to chat (when time), joke, etc. with customers. Able to have "fun" with little kids. Accommodates customers with special requests, complaints, etc.

EFFICIENT

Able to hustle. This means warmly fulfilling all customer orders in an accurate and quick fashion; from 1 to 100 orders.

WORK ETHIC

Able to keep constructively busy when there is a "down time"; able to do more than 1 thing at a time; able to work affectively where needed (back room, scooping, cleaning); takes pride in being a Moomers Employee.

NEXT LEVEL MEMORY

Become an **Ice Cream Master** by identifying each ice cream & its ingredients; how to make specific items, specialty sundaes, ice cream cakes; able to remember the order given; and locates supplies as needed.

RESPONSIBLE

Dependable; arrive to work on time; know your schedule; self-motivating.

SMILE

Greet customers with a genuine smile, good eye contact, while having a positive attitude.

SCOOPING STRENGTH

Able to make a small (5 oz.) scoop in one continuous rolling motion.
(96% of the ice cream served is Moomers – the scooped ice cream)

TEAM PLAYER

Enjoys working with and helping others; can accept help from other employees; can chat with and enjoy fellow employees.

FOLLOWS INSTRUCTIONS

Able to listen and follow simple written and verbal instructions.

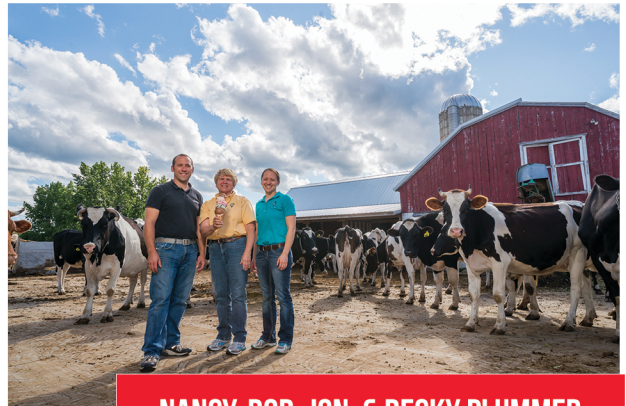
WHAT'S MY TIME COMMITMENT?

HOURS

Moomers is open from the first Friday in March until December 31. We like to hire employees that are available to work most of the year, not just during the summer time.

TIME OFF

Time off is limited during summer holiday weeks/weekends and festival weeks/weekends. Nights and weekends are our busiest times. Please consider this when applying.



NANCY, BOB, JON, & BECKY PLUMMER

MOOMERS[®]

EMPLOYMENT APPLICATION



ADDRESS
7263 N. LONG LAKE RD.
TRAVERSE CITY, MI 49685

CONTACT
INFO@MOOMERS.COM
(231) 941-4122

TODAY'S DATE

APPLICANT INFORMATION

Full Name: _____ Age: _____ Birthdate: _____
First Last M.I.

Address: _____
Street Address Apartment / Unit #

City State Zip Code

Phone: _____ Email: _____
Home Cell

SCHOOL INFORMATION

Are you presently attending school? ☐ Yes ☐ No High School: _____
Name Grade

College: _____
Name Year

Favorite Subject In School: _____ Last Grade Point Avg. _____

Extracurricular Activities / Offices held: _____

MOOMERS SHIFT INFORMATION

Are you available to work during the summer? ☐ Yes ☐ No How many hours a week would you like to work during the summer? _____

What activities would keep you from working at specific times during the summer? (check all that apply)

☐ Family Vacation ☐ Sports Camps ☐ Fair ☐ Performances ☐ Mission Trip ☐ Another Job

List any other activity not selected: _____

Specific summer dates you already know you couldn't work: _____

Are you available to work during the school year? ☐ Yes ☐ No

Weekdays? ☐ Yes ☐ No Weekends? ☐ Yes ☐ No

Employees are required to work at least 2 shifts per week during the week, during the school year.
Ex: Wednesday from 4-7 and Sunday from 6-9, typically two 3 hour shifts)

What activities would keep you from working at specific times during the school year?

EMPLOYMENT INFORMATION

List any past jobs or people you have worked for (up to 3 and most recent)

Job 1:

Employer

Supervisor

Address

Phone Number

Job 2:

Employer

Supervisor

Address

Phone Number

Job 3:

Employer

Supervisor

Address

Phone Number

REFERENCES

List three references that you know well (other than relatives. One must be a teacher or school personnel if you are a student.)

Ref. 1:

Name

How do you know them?

Phone Number & Email address

Ref. 2

Name

How do you know them?

Phone Number & Email address

Ref. 3

Name

How do you know them?

Phone Number & Email address

THE END

Working in an ice cream shop looks like fun from the outside, but it's a lot of HARD work. Customers can be demanding, it gets hot, there's a lot of pressure, you have to work when your friends are out having fun, and you have to be willing to pick up trash, clean (bathrooms, floors, tables), and do dishes. Do you think you can handle it? Tell us why you think you will like working at Moomers.

I have read and understood everything. I hereby state that the above information is correct to the best of my knowledge.

Signature

Date