

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 provide *The Moomers Experience* for every customer. 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, assertiveness and able to use a friendly voice.

CUSTOMER FOCUSED

Enjoys interacting with, serving & helping others. Greets customers promptly and cheerfully with a smile and eye contact. Able to chat (when time allows), joke, etc. with customers. Able to have "fun" with all customers.

EFFICIENT

Able to fulfill all customer orders correctly in a timely fashion; able to pick up the pace when needed; able to multi-task.

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 effectively 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; learn how to make all menu items; able to remember the order given; and locates supplies as needed.

DEPENDABLE

Arrive to work on time; know your schedule; self-motivated.

SCOOPING EFFICIENCY

Able to make a small (5 oz.) scoop in one continuous rolling motion; able to scoop with speed, accuracy and efficiency. (96% of the ice cream served is Moomers – the scooped ice cream)

TEAM PLAYER

Exhibits a positive attitude while working with others; "pulls your own weight"; accepts help from others; respects and has fun with fellow co-workers.

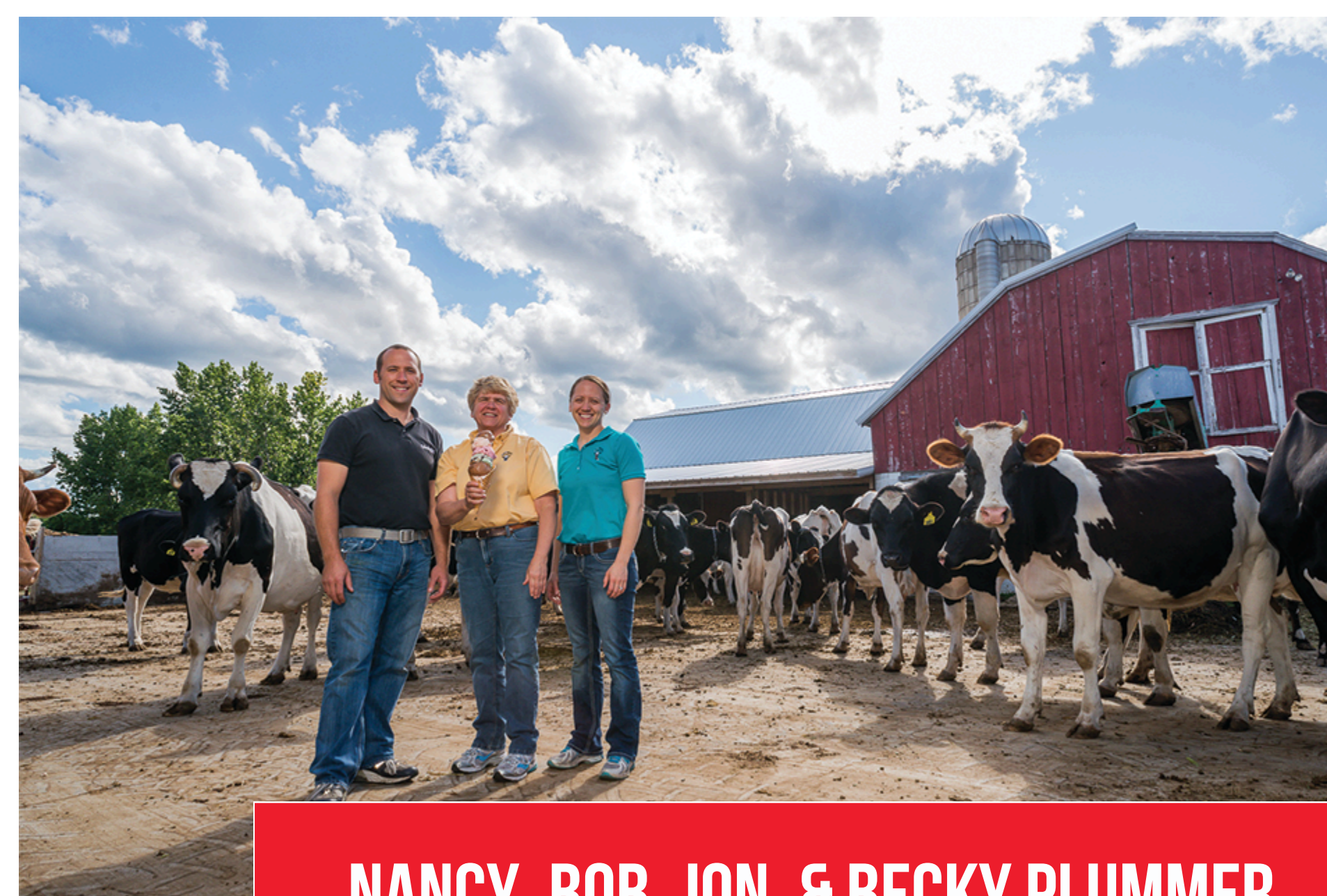
WHAT'S MY TIME COMMITMENT?

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 Homemade Ice cream is committed to serving high quality products, in a family centered, customer-focused environment, creating fun and memorable experiences for every guest. - *The Moomers Experience!*

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

Applicants that can work during the school year will be considered first

Moomers is open from March-December. We are looking for employees that can work during the school year as well as the summer time. Employees typically work 2-3 shifts per week during the school year.

Example of school year shifts: A week day from 4-8 or 5-8, a weekend day from 1-6 or 4-8)

School Year

Are you available to work during the school year? Yes No How many hours a week would you like to work during the school year? _____
 Weekdays? Yes No Weekends? Yes No

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

Fall activities during the school year? _____

Spring activities during the school year? _____

Summer Time

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? (circle 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: _____

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