



FLOWER HOST/SERVER JOB DESCRIPTION
APPLY HERE: <https://forms.gle/nddhnn5x6Sf9EdSm6>

Description

Servers/ Flower Hosts are essential to our lounge team! You are responsible for curating our guest experience by providing friendly, informed guidance to customers. Efficiently and courteously setting up assigned tables, retrieving and serving food and cannabis orders, non-alcoholic beverages to guest tables. Maintain cleanliness and condition of the work areas and equipment While adhering to company procedures and cannabis regulations.

Job Functions

- Assist with table set-up and set or preset tables in the lounge as assigned.
- Cheerfully wait on guests, give a summary of the lounge, make recommendations, up sell.
- Strong product knowledge and understanding of cannabis use and effects in order communicate the safe use of our products
- Responsibly serve cannabis and monitor the consumption of cannabis by our guests
- Serve food and beverages, check-in with and monitor guests' experience throughout their visit to ensure guest satisfaction.
- Promptly address guest issues and concerns
- Build rapport with guests and foster approachable and welcoming store environment
- Cultivate repeat customer base through brand loyalty program and data retention
- Perform side work and end-of-shift closeout tasks
- Assist with cleaning the lounge area. Wipe down and reset the table for the next guests.
- Assist with maintaining cleanliness of the lounge to the company's standards and all health codes at all times
- Adhere to safety requirements
- Process all cash and charge transactions according to house procedures
- Report any missing/found articles, or damage to management
- Provide assistance to other team members and departments (retail) to contribute to the best overall performance of the operation
- Perform other duties as assigned, requested or deemed necessary by management
- *Management retains the discretion to add or change the duties of the position at any time.*

Qualifications

- Cannabis experience required, prior experience within a cannabis dispensary strongly preferred
- 2+ years of experience in a high volume retail environment
- Minimum of 2 year of restaurant or hospitality experience
- Excellent Leadership Skills
- Strong interpersonal communication and conflict resolution skills
- Strong knowledge of retail technology platforms and systems
- Effective multi-tasker with strong attention to detail and accuracy
- Must be able to work nights, weekends and holidays
- Passionate about serving the NJ Cannabis community
- Strong math and computer skills
- Strong written and verbal communication skills
- Ability to work proficiently within Google Suite / Microsoft Office
- Must be 21 years of age or older as required by the NJ CRC
- Able to pass all background checks as mandated by the NJ CRC.

This job operates in a professional retail store environment. This role routinely uses standard office equipment such as computers, phones, and printers. This position requires weekends,

nights, overtime as needed, holidays, and flexible work availability. Some travel may be required.

Physical requirements

While performing the duties of this job, the employee is regularly required to speak and listen. This employee is frequently required to stand or sit for long periods, walk constantly, use hands or feet, reach with hands and arms, and may be required to assist with lifting and/or moving product up to 50 pounds. May be required to work outdoors and/or during inclement weather.

Hiring Policies

XENA encourages applications from people of all races, religions, national origins, genders, sexual orientations, gender identities, gender expressions, and ages, as well as veterans and individuals with disabilities. XENA 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.

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