

Workshop Shift Lead | Sweet Wynns

Location	Sweet Wynns 1209 E Main Street, Suite A Richmond, Virginia 23219	Working Hours <i>(Part-Time)</i>	Thu - Fri, 6:00 PM - 10:00 PM Sat, 9:00 AM - 10:00 PM Sun, 9:00 AM - 7:00 PM
Salary	\$16.00 per hour	Age Requirement	21+

Description

Sweet Wynns is an ice cream making workshop located in Downtown Richmond that focuses on teaching our guests how to create premium ice creams from scratch. We strive to create an unforgettable experience that brings joy to ice cream lovers around the world.

We are looking for a responsible and enthusiastic Workshop Shift Lead to lead our children's workshops and our new Ice Cream Lab sessions. As a Shift Lead, you will be responsible for creating an engaging experience for our guests while also ensuring smooth operations throughout the day.

Responsibilities

- Lead kids' workshops and private events, creating a fun and educational atmosphere for all guests.
- Serve as the ABC manager, supervising alcoholic beverage service to ensure compliance with legal regulations.
- Open and close the shop, managing all end-of-day procedures and ensuring the shop is prepared for the next day.
- Create ice cream as needed, following recipes and ensuring product quality.
- Address customer concerns, ensuring satisfaction and handling complaints in a professional manner.

Requirements

- Must be 21 years of age or older.
- Strong ability to engage and interact positively with children, creating a fun and safe environment for kids' ice cream workshops.
- Experience in customer service with a focus on creating a positive guest experience and the ability to handle customer inquiries and complaints with tact.
- Willingness to obtain certification as a VA ABC manager.
- Ability to stand for extended periods and lift up to 25 lbs