



JOB DESCRIPTION: CAKE DECORATOR

Reports to: Shift Leaders, Assistant Manger, Store Manager, GM and HDQ Management Team.

Purpose of Job: Assemble and prepare soft serve and Blizzard® cakes (or ready to decorate cakes may be used), including decorating with icing, gel, drawings, decorating kits, air brush, edible images and letterings. Ensure all cake products meet the Dairy Queen® standards of quality and excellence.

Essential Functions:

- Prepare and decorate DQ® cake products according to customer specifications and all applicable standards and procedures.
- Properly and safely operate and maintain DQ® cake and soft serve equipment while following all health and safety standards.
- Utilize Red Book to adhere to PRIDE systems and routines that are incorporated into the day-to-day operations of the restaurant.
- Maintain an accurate inventory of decorated cakes at all times, including back-up cakes during holidays, national promotions and other peak cake occasions.
- Keep display freezer full at all times to the proper level with a variety of cakes attractively displayed.
- **Conducts sampling and actively sells products.**
- Take and fill customer cake orders in a professional and timely manner.
- Be pleasant and alert to customer needs.
- Work as a “team” member to assure constant and consistent quality, service, cleanliness and value to each customer.
- Clean work area, organize and stock needed items. Stock and execute proper rotation of products. Keep DQ® cake production area and equipment clean and sanitary throughout shift using the PRIDE cake area checklist. **Coordinate with store management of cake decorating supply inventory.**
- Wash counters, tables, restrooms, and trash receptacles, gather trash and remove from dining/service areas to proper receptacle, sweep, mop, stock and other cleaning tasks.
- Occasional need to be out of building (i.e., parking lot, freezer, trash container areas, etc.) for parking lot pick-up, trash removal and other maintenance and cleaning activities.
- Inform immediate supervisor promptly of all problems or unusual matters of significance.
- Support and adhere to HDQ Company Standards for Operations, Marketing/Communications and Brand Identity.
- Perform other duties and responsibilities as requested by HDQ Management Team.



Accountability: Prepare and decorate cakes according to assigned specifications including DQ® cakes for special orders and walk-in customers. Operates cake production area in accordance with established PRIDE standards, policies and procedures. Assist in the success of the restaurant by ensuring guest satisfaction through adhering to standards for quality, value, service and cleanliness. Maintain a positive working relationship with all restaurant employees and customers to foster and promote a cooperative and pleasant working climate. Communicate all significant issues, both positive and negative, with management staff immediately.

Qualification Standards:

- Qualified candidates must exhibit exceptional decorating skills including gel, icing, airbrush, decorating kits, edible images, floral designs, and licensed character designs through examples such as a portfolio.
- Must be able to work in and out of different temperature ranges.
- Handling soft serve ice cream products constantly.
- Must be able to perform under pressure in a high volume restaurant including moving and responding quickly for long periods of time.
- Capability to stand for long periods of time.
- Ability to lift up to 30 pounds.
- Interact with the public and co-workers constantly during shifts.
- Cleaning up after preparation of soft serve cakes.
- Coordination skills to follow instructions and duplicate drawings and letters from projected images.
- Practice established food-handling procedures to meet any local health regulations.
- Must have excellent customer service skills: exhibit good manners, proper personal hygiene, positive attitude, and promptness.
- Adhere to proper HDQ uniform standards.

Employee Signature: _____

Date: _____

Print Name: _____

HDQ Manager Signature: _____

Date: _____