

# EISDEALER / CUSTOMER SERVICE

*in München Haidhausen*

True & 12 Handmade Ice Cream

## JOB DESCRIPTION

EisDealers are the face of True & 12 Handmade Ice Cream. The first impression. The most essential part of our day to day operation. This position is more than scooping ice cream. as a valuable member of our team you will be in charge for making people happy!

## YOU WILL BE EXPECTED TO

- show passion for people and building community by engaging positively with customers and making a great first impression – and having the same level of motivation and presence with the 900th customer of the day as you did with the 1st customer of the day
- answer questions especially related to our production methods, ingredients and products
- Understand, share and be able to articulate to customers what distinguishes True & 12 from other gelaterias
- Scoop ice cream consistently and thoroughly with a genuine level of enthusiasm
- Have an eye for detail, a willingness to clean (a lot) and keep the shop presentable. We are big on first impressions
- Be a proactive problem solver, be able to think fast and respond positively rather than reacting.
- Have stamina (to serve people in long lines), and the ability to work in a fast-paced environment without being hectic
- work weekends, late nights (in some cases until midnight or later) and holidays - on sunny or rainy days alike. We have a 2 shift minimum requirement per week.
- Provide consistent, world-class service to every single customer
- Be reliable, on time, and ready to hustle for every shift

## WHAT WE OFFER

- Small, pleasant and human working environment. We are not a chain or corporate establishment and we as owners also work in the day to day nitty gritty.
- Valuable real-world and entrepreneurship experience
- Chance to be creative, suggest your ideas (be it for social media or ice cream flavors etc)
- opportunities for growth within a growing company
- Competitive compensation and benefits
- Sustainable and fair shifts with monthly schedules.
- Work in an environment oriented around serving each other, building community and simply making people's day!
- The chance to serve ice cream in one of Germany's top 10 ice cream shops

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## NITTY GRITTY

- To effectively engage with customers, we require a minimum of B1 level German. As we cater to a lot of tourists, other languages are a great asset.
- A valid working permit for German is required. If you are unsure of your eligibility, please attach copies of your visa to your application.
- Last but not least, German law requires everyone in the food industry to complete a health & safety certification. This course can be completed at the Gesundheitsamt. Appointments can be booked online. A valid certificate is needed before you can start working. But don't worry: it is a video, not a test nor an exam, and it takes all of an hour or two to get! And it's yours to keep, valid for any future gastronomie related job.
- to apply for this job, please send a detailed email of interest to [info@trueand12.com](mailto:info@trueand12.com) including your job experience, language abilities, general availability, salary expectations and vacation plans

## FOR MORE INFORMATION VISIT US VIA

<https://www.trueand12.com>

<https://www.trulychocolate.de>

[www.instagram.com/truly.craft.chocolate](https://www.instagram.com/truly.craft.chocolate)

[www.instagram.com/trueand12](https://www.instagram.com/trueand12)

**WE LOOK FORWARD  
TO MEETING YOU!**