



JOB DESCRIPTION - BARISTA

Reports to: Café Manager/Assistant Café Manager/Shift Leader

Classification: Hourly non-exempt

Position Summary: The Barista is the foundation of the café. The Barista is responsible for honoring each and every customer by providing excellent customer service. He/she is also responsible for educating customers about our premium organic coffees and teas. The Barista is a true professional that fulfills any additional duties the Café Manager, Assistant Manager, or Shift Leader assigns. He/she displays a positive attitude at all times to ensure the return of our customers who are the reason for our business.

Essential Responsibilities:

A Barista is responsible for the following during his/her shift-

Customer Service

- Greets all customers with a friendly smile.
- Honors customers by providing quick, friendly, and personal service.
- Initiates dialogue and develops rapport with customers by learning their names, favorite drinks and food items.
- Generates customer satisfaction; responds appropriately to customer concerns.
- Communicates customer complaints/concerns to manager on duty.
- Accurately processes transactions through the POS and counts back change to customers.
- Answers the café telephone in a friendly manner using a professional greeting.
- Sells and serves baked goods and miscellaneous food items to customers.

Product Quality

- Maintains the highest level of standards for all product preparation.
- Adheres to all Company recipes and measurements.
- Produces superior product presentation.
- Educates customers on GBCC products and services.
- Provides top quality espresso shots for hot and cold beverages.
- Follows health, safety and sanitation guidelines for all products.

Teamwork

- Communicates with coworkers & management to solve problems and improve quality & service
- Maintains continuous communication with other staff functions (i.e. bar, register etc.) during peak business times
- Works with coworkers and management to effectively implement change
- Contributes to a positive work environment
- Assists in the opening and/or closing of the café. A checklist will be provided.



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Initiative

- Makes effort to improve job skills, knowledge and education.
- Takes ownership of processes and quality improvements.
- Initiates suggestive selling and sampling of products.
- Does what needs to be done without being asked.
- Contributes to the profitability of the café by finding new methods of selling products.

Personal Responsibility/Accountability

- Honors themselves by taking pride in their appearance while adhering to Company dress code.
- Respects their peers and supervisors by being on time for every shift and finding coverage for shifts they can't work due to illness.
- Follows all cash management policies and procedures to ensure accountability of Company funds.
- Adheres to appropriate standards of behavior in the workplace

Additional Responsibilities:

Any other duties as assigned by Café Manager, Assistant Café Manager, Shift Leader or other corporate manager.

Essential Qualifications:

- Process information/merchandise through POS register system
- Communicate verbally with staff members & guests
- Read, count and write to complete all documentation
- Handle multiple tasks at one time
- Work successfully as part of a team, while under pressure
- Freely access all areas of the store
- Operate and use all equipment necessary for store operation
- Move or handle merchandise generally weighing 0-50 pounds
- Work varied hours/days based on business needs
- Work special events when needed.
- Maintain a positive morale and professional attitude.
- Work overtime, as needed.
- Stand, walk, talk and hear. Special assignments will be available for those with disabilities.
- Frequently use hand and finger motions, handle or feel objects, and reach with hands and arms.
- Handle food and hot beverages.
- Provide documentation that they are at least 16 years of age and eligible to work in the United States.