



Job Description - Barista

As a Barista at the Cutting Board Bakery and Café, you are the first point of contact for our customers. A Barista should be able to process orders promptly and efficiently while providing excellent customer service and a positive attitude. We want to ensure the return of our customers because the success of our business depends on it. Baristas are responsible for educating customers about our organic and locally roasted coffees, teas, juices and smoothies and working with co-workers to ensure the operations of the café are smooth and profitable.

Reports to: Manager

Classification: Hourly, Non-Exempt, 20 – 35 hours per week

A Barista is responsible for the following:

Customer Service and Accountability

- Greets every customer with a friendly smile and positive attitude
- Is honest and promotes the values and mission of The Cutting Board
- Accurately processes transactions through the POS and counts back change to customers
- Provides excellent customer service and builds rapport with customers by learning names and favorite drinks
- Responds appropriately to customer concerns
- Communicates customer complaints to management
- Adheres to company dress code
- Respects peers and management by being on time for their scheduled shift and finding someone to cover shifts when they are unable to work
- Adheres to appropriate standards of behavior in the workplace and to behaviors outlined in the Employee Handbook
- Ensures accountability of company funds and inventory

Product Quality

- Maintains the highest level of standards for all product preparation including proper grinding of coffee beans and top quality espresso shots
- Produces superior product presentation
- Educates customers on our vendor's coffee products and is knowledgeable of coffee in all aspects

- Are familiar with the juice and smoothie menu and how to make each item
- Assists in the preparation of fruits and vegetables for juice and smoothie items
- Follows health, safety and sanitation guidelines for all products
- Adheres to all Company recipes and measurements
- Responsible for maintaining the espresso machine and thoroughly cleaning at end of each business day
- Maintains blending and juicing equipment
- Keeps work area clean and organized so that co-workers and management can locate resources and products as needed

Teamwork and initiative

- Communicates with co-workers and management to solve problems and improve the quality of our coffee and customer service
- Maintains continuous communication with co-workers during peak business hours
- Works with co-workers and management to effectively implement change
- Contributes to a positive work environment
- Assists in completing the opening and closing checklist
- Makes an effort to improve job skills, knowledge and education
- Initiates suggestive selling and sampling of products
- Does what needs to be done when asked
- Contributes to the profitability of the café by finding new methods of selling products

Qualifications

No previous Barista experience is required but is preferred. The ability to process customer orders and retail items on a POS register system, operate and use equipment necessary for store operation, communicate effectively with co-workers, guests and management, handle multiple tasks at one time, work varied hours and days based on business needs, work weekly special events, and work successfully as part of a team under pressure and maintain positive moral and a professional attitude. Job will require occasional lifting of up to 40 lbs and ability to stand for long periods of time, as well as frequent and continual flexing and rotating of wrist and spine.

Employee Acknowledgment

I have read and understand the qualifications for this job and understand what is expected of me to preform my job function. I understand my job responsibilities can change according to the operational needs of the business.

Name

Date