

THE COFFEE BEAN & TEA LEAF™

BARISTA DESCRIPTION

Position

The Barista is responsible for serving all products with friendly, individualized attention towards each customer. He or she is also responsible for educating customers about our premium coffees and teas. The Barista will fulfill any other duties the Store Manager, Assistant Manager or Shift Supervisor assigns and will represent The Coffee Bean & Tea Leaf in a professional manner.

The Barista/Bar Associate is responsible for maintaining the key business areas listed:

Sales/Customer Service

- Sells and serves products to customers in a courteous and friendly manner.
- Participates in all sales promotions effectively and efficiently.
- Safely handles all hot and cold drinks during drink preparation.
- Verbally receives and calls back customer orders in a friendly manner.
- Reports all customer complaints to manager on duty.
- Responds pro-actively to prevent customer service situations.
- Accurately rings sales orders into cash register and counts back change to customers in a courteous and friendly manner.
- Answers telephone in a courteous and friendly manner including but not limited to giving store greeting, directions to store location, receiving and filling customer orders.
- Answers customer questions regarding coffee blends, preparation, etc., in a courteous and friendly manner.
- Weighs, grinds and packs coffee per customers' orders according to company guidelines.
- Sells and serves baked goods and miscellaneous food items to customers.
- Maintains efficient, friendly service standards.

Store Operations

- Restocks shelves when necessary.
- Routinely cleans the bar area, floor, windows and grinders, take out trash, etc.
- Assists in the distribution of weekly shipments.

- Reports potential safety hazards to the manager on duty.
- Reports all employee accidents to the manager on duty.
- Informs the manager on duty of any operational inconsistencies.

Employee Development

- Perpetuates company philosophy and culture.
- Maintains a high level of motivation to ensure quality and consistent product.

Product Knowledge

- Ensures that all customers are educated on our products and services.
- Maintains the highest quality, consistent product standards.
- Follows all company drink recipes and procedures.
- Passes monthly re-certifications, in a timely manner.
- Visual Presentation
- Assists in maintaining a clean, well-merchandised store.
- Assists in following visual presentation plans and standards.
- Requirements
- Able to train new baristas.
- Runs errands, when needed.
- Works special events, as needed.
- Maintains positive company morale.

Physical Demands

- Regularly required to stand, walk, talk and hear.
- Frequently required to use hand to finger motions, handle or feel objects, reach with
- hands and arms.
- Regularly required to lift and / or move items up to 25 pounds.
- Vision requirements: Close vision, distance vision and ability to adjust and focus.
- Regularly required to handle food and hot beverages.

Qualifications

- Experience in retail / specialty store or food establishment preferred.
- Excellent verbal and written skills.
- Well organized and detail oriented.
- Register and cash handling experience.
- Minimum high school diploma or equivalent