Barista Lead

Job Description:

Barista Leads perform several job duties and provide customer service. They provide leadership and direct staff to maintain a smooth flow of service for staff and a pleasant experience for customers. They can be involved in training, answering staff questions, and clarifying how things are done in accordance with the establishment’s policies and procedures. They generally have years of experience to draw from. They may also be involved in the hiring and interview process, and may make recommendations for termination of certain staff. Baristas take orders and make coffee, tea, and other drinks to customer specifications. Baristas may also operate cash registers and credit card machines. Baristas may field customer complaints or questions, as well. Baristas also must often clean coffee machines, restaurant areas, restrooms, and preparation areas during a normal shift. Baristas work to maintain good customer relations and speedy delivery of all beverages as well as complete assigned tasks from management every day. Some Baristas may also be required to prepare certain food items depending on the establishment.

Job Responsibilities:

* Train new staff
* Participate in hiring of new staff
* Make recommendations for termination
* Make recommendations for promotions and pay increases
* Provide suggestions for improvement for performance reviews
* Responsibilities and essential job functions include but are not limited to the following:
* Acts with integrity, honesty and knowledge that promote the culture, values and mission of the establishment.
* Maintains a calm demeanor during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team.
* Anticipates customer and store needs by constantly evaluating environment and customers for cues.
* Communicates information to manager so that the team can respond as necessary to create the Third Place environment during each shift.
* Assists with new partner training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
* Contributes to positive team environment by recognizing alarms or changes in partner morale and performance and communicating them to the store manager.
* Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer. Discovers and responds to customer needs.
* Follows the establishment operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift.
* Maintains a clean and organized workspace so that partners can locate resources and product as needed.
* Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards. Follows health, safety and sanitation guidelines for all products.
* Recognizes and reinforces individual and team accomplishments by using existing organizational methods.
* Maintain regular and consistent attendance and punctuality, with or without reasonable accommodation
* Available to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays
* Meet store operating policies and standards, including providing quality beverages and food products, cash handling and store safety and security, with or without reasonable accommodation
* Engage with and understand our customers, including discovering and responding to customer needs through clear and pleasant communication
* Prepare food and beverages to standard recipes or customized for customers, including recipe changes such as temperature, quantity of ingredients or substituted ingredients
* Available to perform many different tasks within the store during each shift
* Welcoming customers, informing them about specials or new items, answering questions, and accepting orders and payments.
* Preparing foods, such as sandwiches or baked goods, and grinding and blending coffee beans, brewing coffee and tea, and serving items to customers.
* Packaging food and beverages for sale.
* Selling coffee and tea blends and brewing equipment, highlighting the differences between items, and educating customers about brewing methods.
* Cleaning and restocking work and dining areas, emptying trash and sanitizing equipment and utensils.
* Learning about brewing methods, beverage blends, food preparation, and presentation techniques to improve food quality.
* Updating signage and displays to attract customers.
* Taking inventory and replenishing items in display cases, at tables, or behind the counter.
* Working as part of a fun, high-energy team.
* Adhering to all food safety regulations and quality controls.

Job Qualifications:

* High school diploma required
* Associates in restaurant management, hospitality, or related field preferred
* Experience as a barista

Opportunities as a barista are available for applicants without experience in which more than one barista is needed in an area such that an experienced barista will be present to mentor.

Job Skills Required:

* Must be passionate about coffee
* Must possess superior people skills
* Ability to memorize vast numbers of drink recipes
* A strong knowledge of coffee and beverages
* Knowledge of industry standards and regulations
* Knowledge of health department regulations
* Ability to multitask
* Good communication skills
* Able to work calmly under high pressure
* Leadership skills
* Ability to delegate appropriately
* Ability to problem solve
* Ability to resolve staff issues
* Team Player
* Pleasant, polite manner and a neat and clean appearance.
* Able to work in a fast-paced environment
* Able to multitask, prioritize, and manage time efficiently
* Physical endurance to stand for an entire shift
* Ability to lift up to 50 lbs
* Self-motivated and self-directed
* Works well as part of a team and on individual tasks
* Able to quickly memorize complex or multiple orders