

#### We invest in people through the built environment.



Title: Barista

**Compensation**: \$11.00/hr + tips

Responsible to: 647 Coffee Coordinator/ Social Enterprise Manager

#### Overview:

647 Coffee, a program of The Well CDC, is a coffee shop, social enterprise, and gathering place that increases the overall economic health of the Middlebury neighborhood by creating a destination. In doing so, profitability allows for The Well CDC to re-invest in its three initiatives: *Restoring Housing, Creating Economy,* and *Supporting Place*.

## Main Objective:

Baristas are responsible for all orders preparing coffee, tea, other beverages, and food to customer specifications. Baristas operate the Toast POS system. Duties of a baristas may include cleaning coffee machines, café space, restrooms, and preparation areas during a normal shift. Baristas work to maintain good customer relations and speedy delivery of all beverages and food as well as complete assigned tasks from management every day.

### **Job Description:**

This scope of responsibilities includes, but is not limited to:

#### I. Customer Service

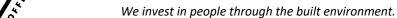
- Providing a great customer experience in and outside of the café space
- Acknowledge the presence of individuals as they walk into the café by greeting each patron
- Showing respect for patrons' time by moving quickly and efficiently
- Be intentional and attentive to the wants and needs of patrons

# **II. Product Knowledge**

- Knowledgeable of all menu items and available inventory
- Educate customers by presenting and explaining the menu; answering questions
- Prepare and sell beverages by following prescribed recipes and preparation techniques for coffee, such as, espresso, latte, pour over and food
- Improves quality results by observing, evaluating, and making corrections to follow processes;
  maintaining and improving the appearance of the café and bar

### **III. Daily Operations**

- Review and execute Daily Operations & Prep Lists; team communication
- Complete Daily & Weekly Maintenance tasks and/or others as assigned by supervisor
- Maintain inventories by replenishing stock as needed
- Keep equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; communicating any repair needs with supervisor
- Generate revenue by attracting new customers; defining new and expanded services and products
- Follow café housekeeping/cleaning, display maintenance, and outdoor upkeep as directed by management
- Maintains safe and healthy work environment by following organization standards and sanitation regulations, meeting SCPH standards







# IV. Organizational Identity

• Understand and readily able to share the The Well CDC mission, vision, initiatives and programs

## V. Qualifications

- High school diploma, GED, or equivalent preferred
- Prior café or coffee shop experience preferred
- Able to accurately handle cash and credit card payments
- Effective interpersonal communication skills

## V. Expectations

- Hours: 10-20 hours per week, weekly schedule may vary
- Be present and on-time for shifts as scheduled
- Must be able to work some evenings and weekends
- Meet with supervisor on a monthly rhythm

Name:	Date:
Signed:	
Staff:	Date: