



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



We invest in people through the built environment.



THE WELL CDC
RESTORING CREATING SUPPORTING

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: _____