

## Needmore Coffee General Staff Job Description

Available for part-time or full-time work with a 1+year commitment.

### Job Responsibilities:

Promotes coffee consumption by educating customers; selling coffee drinks, bags of coffee, and accessories; preparing food items and serving a variety of coffee (and other) drinks, along with pastries and other food.

### Job Duties:

#### General Cafe Duties

- Prepares all café menu items using standard facility equipment ensuring quality and efficiency and customer satisfaction.
- Assumes responsibility for quality of products prepared and served.
- Works with a sense of urgency to ensure orders are completed quickly and other shop duties are completed quickly.
- Maintains the cleanliness of the shop to meet or exceed Health Department standards for cleanliness, food handling and sanitation.
- Monitors and maintains stocks of ingredients and food, and assists with preparation of inventory.
- Receives delivered food stocks and supplies, verifying receipt of ordered items.
- Ensures neatness, cleanliness and orderliness of shop by sweeping, mopping, stocking shelves, removing trash, cleaning tables, etc.
- Stores and rotates all products properly (follows FIFO).
- Properly stores, labels and dates all products.
- Ensures that all items meet or exceed food safety standards.
- Regularly performs temperature checks and reports any variances to management.
- Presents a clean-cut, neat and professional image.
- Properly maintains and uses all equipment per manufacturer's and company specifications.
- Exhibits and encourages proper hygiene and sanitary habits.
- Maintains a friendly, courteous and cheerful demeanor at all times.
- Provides assistance to other employees to contribute to the best overall operation of the shop.
- Performs other duties or roles as assigned.
- Prepares customer orders to owner's specifications.
- Completes opening, closing, and shift checklists on a daily basis.

## Barista Specific Job Duties

- Welcomes customers by determining their coffee interests and needs.
- Practices excellent customer service.
- Educates customers by presenting and explaining the coffee drink menu; answering questions.
- Sells coffees and accessories by explaining differences in coffee beans and coffee preparation machines; demonstrating how brewing equipment operates.
- Prepares and sells coffee drinks by following prescribed recipes and preparation techniques for coffee drinks, such as, espresso, latte, and cappuccino.
- Generates revenues by attracting new customers; defining new and expanded services and products.
- Maintains inventories by replenishing coffee bean supply; stocking coffee brewing equipment; maintaining supplies, and pastries for coffee bar.
- Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance.
- Updates job knowledge by participating in educational opportunities; reading coffee, retail trade, and food service publications; maintaining personal networks.
- Enhances coffee shop reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

## **Skills and Qualifications:**

Listening; Verbal Communication; Customer Focus; Customer Service; Friendly and outgoing; Basic Safety; People Skills; Action Oriented; Willing to be a team player; Hard worker; Self-starter; Take initiative; Organization; Selling to Customer Needs; Attendance; Client Relationships; Able to reach, bend, stoop and frequently lift up to 40 pounds on a daily basis; Be able to work in a standing position for long periods of time (up to 9 hours).