

# JOB DESCRIPTION

**Job Title:** Barista — Full-Time/Part-Time

**Job Description:** Provides a World-Class customer service experience through educating customers; selling coffee, coffee grinding and brewing equipment, accessories, and supplies. In addition, the Barista is responsible for following recipes to prepare and serve a variety of coffee drinks, along with pastries and other menu items.

## Essential Job Duties

- Provide outstanding hospitality to our customers and your fellow teammates
- Excellent at communication and interpersonal skills
- Work on a team to facilitate “dialed in” recipes and serve delicious coffee in a variety of different brewing methods.
- Ensure that a quality product is being served to every customer
- Serve delicious sweet and savory food
- Taste coffee and espresso drinks regularly to ensure quality, uphold Gratitude standards and develop your palate.
- Stay knowledgeable about all coffee and retail through tastings, cuppings and information provided by the management team at Gratitude.
- Anticipate customer needs and orders
- Adhere to Gratitude’s employee schedule
- Follow all cash handling procedures
- Follow all sanitation and safety standards
- Complete all side work before leaving your shift
- Support your team in helping the cafe run smoothly and beautifully
- Keeping coffee knowledge updated through educational opportunities through various coffee publications and personal networks.

## Physical & Other Requirements:

- Speak and understand English
- Ability to withstand prolonged and frequent standing
- Ability to lift up to 25 pounds above head
- Excellent interpersonal skills and solid communication
- Able to multitask, prioritize, and manage time efficiently
- Self-motivated and self-directed
- Must be 18 years or older
- Hold a valid CA food handlers certificate

## Competencies:

- Customer Service
- Assertiveness
- Organization
- Communicating Effectively
- Building and Maintaining Relationships
- Problem-Solving
- Adaptability

Please note this job description is not designed to cover or contain a comprehensive listing of activities or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.