



## Café Barista Success Map

**Title: Café Barista**

**Reports to: Café and Bar Manager**

The Barista is a part time, non-exempt employee, reporting to the Café and Bar Manager, who performs a variety of tasks specific to the daily maintenance and operation of the AcA Café while providing friendly and quality service to patrons.

### **Focus Area 1: Guest Service**

Success Statement: The Café Barista successfully maintains a structured cafe workspace, ensuring proper cleanliness and service for the café.

Performance Standard:

- Greet and engage with customers in a friendly and professional manner on a regular basis
- Ability to describe the menu items and suggest products in accordance with customer's needs
- Ability to properly operate the café equipment and machines
- Ability to fulfill drink orders, both hot and cold, and completing transactions
- Ability to work unsupervised and with a team as needed
- Complete on-going daily and weekly cleaning of preparatory surfaces, machinery, and utensils as well as café seating areas
- Maintain a clean workspace environment in accordance with local, state, and federal health and safety guidelines
- Ensure that all products are fresh and used prior to expiration dates or thrown away as required
- Ensure that bar rags are freshly laundered and ready for use
- Stock and maintain inventory (cups, straws, condiments, syrups, etc). Notify Café/Bar manager when inventory levels are low
- Count the cash drawer at the beginning and at the end of each shift to ensure balance is maintained
- Available to work flexible hours as needed including but not limited to early mornings, evenings, weekends, and other special events



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### **Qualifications**

- Must have an active state and parish bar card
- Must be able to stand, walk, bend, twist, crouch, reach, and lift up to 50 lbs.
- Previous barista and/or bar experience preferred
- Customer service experience preferred but not required
- Cash handling and Square POS experience preferred but not required
- Ability to operate iPads and a multi line phone system preferred but not required