

Job Description: Barista Staff

JOB DESCRIPTION

FoJo Beans is seeking Barista Staff to join our team. The Barista Staff will report to the Dry/Brew Bars Manager and fulfill all aspects of the coffee bar in accordance with the vision and mission of FoJo Beans. The Barista Staff promote coffee consumption by educating customers; selling coffee, coffee grinding & brewing equipment, coffee/tea accessories & supplies; in addition to preparing and serving a variety of coffee/tea drinks, along with pastries and menu items.

PRIMARY RESPONSIBILITIES

- Welcomes customers by determining their beverage interests and needs
- Educates customers by presenting and explaining the drinks menu; answering questions
- Sells coffee grinding & brewing equipment and coffee/tea accessories & supplies by explaining differences in coffee beans and coffee preparation machines; demonstrating how brewing equipment operates
- Prepares and sells coffee/tea drinks by following prescribed recipes and preparation techniques for coffee drinks, such as, espresso, latte, and cappuccino, matcha, etc.
- 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, pastries, and cookies for the brew bar
- Keeps equipment operational by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs
- Maintains a clean, safe, and healthy work environment by following organization standards and sanitation regulations
- Improves quality results by studying, evaluating, and re-designing processes; implementing changes; maintaining & improving the appearance of the store and brew bar
- 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
- Ability to lift 30 pounds on a regular basis and maneuver 150 pounds

QUALIFICATIONS / EXPERIENCE

- Excellent communication
- Infectious love of coffee
- Ability to keep a calm, mature, professional demeanor when needed
- Proactive approach to problem-solving
- A high degree of ethics and obsession with superior customer service
- Excellent time management skills and ability to self-direct when necessary
- High level of organization
- Adaptability and the ability to creatively troubleshoot difficult situations
- Superior leadership capabilities; ability to work well within groups
- 3+ years of experience in specialty coffee and/or the coffee industry preferred
- Focused perspective on what a high-functioning coffee bar looks like and how to execute that perspective
- A passion for small business and quality products
- Be a model barista, in terms of bar skills, customer service and enthusiasm to share knowledge
- Detail-oriented
- Basic or previous POS knowledge a plus, Previous management experience preferred