

## **Barista I**

### **UF4062**

#### **Job Overview:**

The Barista I provides exceptional customer service while making hand-crafted, quality beverages. The Barista will take orders and make coffee, tea and other drinks to customer specifications. The individual will also operate cash registers and credit card machines. The Barista fields customer complaints or questions while working to maintain good customer relations and speedy delivery of all beverages. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position. These responsibilities may differ among accounts, depending on business necessities and client requirements.

#### **General Responsibilities:**

- Greets all guests and provides quick, friendly, and personalized service.
- Mixes and serves hot and cold beverages such as coffee, espresso, cappuccino, café latte, tea, chai, fruit blend drinks, etc., while considering customer specifications.
- Works to maintain good customer relations and speedy delivery of all beverages and food items.
- Educate guests regarding menu offerings and initiate suggestive selling.
- Arranges coffee bar/cart supplies and cups/mugs to make attractive displays.
- Maintains bar/cart area in a neat and sanitary manner.
- Often cleans coffee machines, restaurant areas, and preparation areas.
- Records all sales, collects money, operates a cash register, and follows all cash-handling procedures as required.
- May sell food items.
- May operate a cash/credit card/electronic payment register.
- Attends all allergy and foodborne illness in-service training.
- Complies with all Sodexo HACCP policies and procedures.
- Reports all accidents and injuries in a timely manner.
- Complies with all company safety and risk management policies and procedures.
- Participates in regular safety meetings, safety training and hazard assessments.
- Attends training programs (classroom and virtual) as designated.
- May perform other duties and responsibilities as assigned.

#### **Job Qualifications:**

##### **Experience/Knowledge:**

- High School diploma, GED, or equivalent experience.
- Customer Service related work experience.
- Must have knowledge of food preparation, sanitation, standards, and inventory control systems.

### **Skills/Aptitude:**

- Presents self in a highly professional manner to others and understands that honesty and ethics are essential.
- Ability to maintain a positive attitude.
- Ability to communicate with co-workers and other departments with professionalism and respect.
- Maintains a professional relationship with all coworkers, vendor representatives, supervisors, managers, customers, and client representatives.
- Ability to use a computer.
- Ability to provide clear directions and respond to employees.
- Basic food-handling skills.

### **License/Qualifications**

#### **Certifications:** None.

- Starbucks Baristas may be required to be certified.

### **General Qualifications:**

- Willingness to be open to learning and growing.
- Maturity of judgment and behavior.
- Maintains high standards for work areas and appearance.
- Maintains a positive attitude.
- Ability to work a flexible schedule as needed.
- Must comply with any dress code requirements.
- Attends work and shows up for scheduled shift on time with satisfactory regularity.

### **Physical Requirements:**

- Close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus, with or without corrective lenses.
- Significant walking or other means of mobility.
- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may exceed 8 hours.
- Ability to reach, bend, stoop, push and/or pull, and frequently lift up to 35 pounds and occasionally lift/move 50 pounds.

### **Working Conditions (may add additional conditions specific to defined work location):**

- Generally, while performing the duties of this job, the employee is primarily in an indoor setting in a controlled temperature environment; however, the employee may participate in outside activities and events and may be exposed to heat/cold during support of such events and through the use of various equipment such as walk-in coolers and refrigerators.
- Varying schedule to include evenings, holidays, weekends and extended hours as business dictates.
- The noise level in the work environment is usually moderate to loud.

**Unit Description:** Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

**Employee** \_\_\_\_\_ **Date** \_\_\_\_\_  
**Manager** \_\_\_\_\_ **Date** \_\_\_\_\_