

THE CONGREGATION

DETROIT

Barista Job Listing

Position Summary

Working in the retail store, Baristas provide courteous, knowledgeable outstanding customer service through excellent product knowledge and superior barista skills. Baristas support all sales efforts in the retail stores through outstanding customer service, beverages prepared according to The Congregation's highest standards, and a commitment to quality in all of the goods the company offers.

Barista Job Responsibilities:

- Promotes coffee consumption by educating customers; selling coffee, accessories, and supplies; preparing and serving a variety of coffee drinks, along with food items, pastries, etc.
- Welcomes customers by determining their coffee interests and needs.
- Educates customers by presenting and explaining the menu; answering questions.
- Sells coffees 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; maintaining supplies, pastries, and cookies for coffee bar.
- Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs; performing daily cleaning processes.
- Maintains 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 and improving the appearance of the store and coffee 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.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to see, talk and hear.
- The employee frequently is required to stand, walk, sit; use hands to handle or feel; reach with hands and arms; and stoop, kneel, or crouch.
- The employee must occasionally lift and/or move up to 50 pounds.
- At times, may require more than 40 hours per week to perform the essential duties of the position.
- Fine hand manipulation (keyboarding and register).

THE CONGREGATION

DETROIT

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Retail store environment.
- The noise level in the work environment is usually moderate.

Barista Qualifications / Skills:

- Listening and Verbal communication
- Customer focus and Customer service
- Basic safety
- People skills
- Action oriented
- Organization
- Selling to customer needs
- Attendance

Education, Experience, and Licensing Requirements:

- High school diploma, GED, or equivalent preferred
- Prior café or coffee shop experience a plus
- Familiarity with telephone, office, and point-of-sale software

Position: Barista

Reports to: General Manager

Typical Hours: PTE/FTE

Status: Hourly; Non-Exempt Status

Please email cover letter and resume to work@thecongregationdetroit.com and list position title and location in the subject line