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POSITION: BARISTA

REPORTS TO: BUSINESS DEVELOPMENT MANAGER

JOB SUMMARY:

Responsible for making and serving quality hot and cold beverages and pastries to guests and students, receiving & managing payments for orders made and keeping the coffee shop area clean and well organized. Coffee Roasting to replenish stocks according to the clients demands.

SCOPE OF THE ROLE:

F&B service guests
Coffee Roasting
Coffee Storage
Instructor on Barista Skills
Client billing

KEY RESPONSIBILITIES:


1. Understand and meet customer needs and appropriately promote our products to enhance service delivery.
2. Prepare and serve Specialty Coffee beverages that meet the set quality brand standards to our clients while adhering to the Health, Safety and Sanitation guidelines.
3. Respond appropriately to customer specifications, preferences, concerns and complaints in a polite and efficient manner.
4. Observe Brand standards and procedures for operational flow of the coffee station.
5. Adhere to the standards for merchandising, stocking, rotating and storing products.
6. Perform all cleaning tasks in accordance with the cleaning standards.
7. Ensure proper usage and maintenance of all machinery & equipment and supplies provided at the coffee station.
8. Handle cash, facilitate m-pesa paybill payments accurately while following appropriate money handling procedures.
9. Make orders for new stock and ensure proper inventory stocking at all times.
10. Be responsible for self-initiated or company sponsored learning and also train others in various aspects of Barista role.
11. Any other duties assigned by management.

Supervisory Responsibilities:

Working Relationships

Key Skills and Personal Attributes

- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
 - Ability to gather data, compile information, and prepare reports.
 - Ability to communicate effectively, both orally and in writing.
 - Customer service orientation
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- Communication & interpersonal skills
 - Team member
 - High energy level
 - Time management
 - Organizational skills
 - Professionalism
 - High integrity levels

EDUCATION AND EXPERIENCE:

- College Diploma preferred but Bachelor’s degree with a hospitality background is an added advantage
- 2 years experience as a Barista
- minimum age requirement of 21 years
- working knowledge of coffee preparation and service
- working knowledge of coffee equipment
- knowledge of the food and beverage sequence of service
- working knowledge of Micros and Navision
- numeracy and cash-handling skills
- Demonstrate continuing professional development
- Sound knowledge and understanding of best practice locally and internationally in regards to Stores/Procurement
- A deep understanding of, commitment to and involvement in hospitality Industry

(The above statements are intended to describe the general work being performed by the incumbent(s) of this job as well as guides to priority performance areas. They are not intended to be an exhaustive list of all responsibilities, activities, competencies etc required of the position.)