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| MSU-logo-2001 | JOB DESCRIPTIONHourly Staff |

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| **Position Title:** | **TwelvEighty - Café Barista** |
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| **Term of Office:** | May 1 to April 30 |
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| **Supervisor:** | Restaurant Manager and Evening Manager |
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| **Remuneration:** | Pending Approval |
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| **Hours of Work:** | Academic (variable); summer (as required) |

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| **General Scope of Duties** |
| The Barista is expected to deliver exceptional service to all customers, ensuring a positive customer experience that will encourage guests to return. |

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| **Major Duties and Responsibilities** |
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| **Category** | **Percent** | **Specifics** |
| Operations Function  | 75% | * Determine, meet, and exceed the guest’s expectations for food, atmosphere and service delivery
* Treat each and every guest the way that they want to be treated
* Follow all the steps of service as outlined in the TwelvEighty server standards
* Use team skills to take and input customers orders, make and serve coffee, and/or café food products
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| Other  |  25% | * Open and close duties as per the Café’s systems
* Ensure the café looks presentable and uphold brand standards by maintaining a professional appearance
* Any other duties as outlined by the Manager on duty to ensure a positive dining experience
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| **Knowledge, Skills and Abilities** |
| * Skills in verbal communication required when dealing with customers and others within the organization
* Must have strong organizational and time management skills
* Background in customer service oriented industry is an asset
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| **Effort & Responsibility** |
| * Ability to make decisions quickly and often without warning (i.e customer service situations)
* Responsible for dealing with large amounts of cash
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| **Working Conditions** |
| * Work environment is pleasant but challenging. Often the server is performing several tasks simultaneously
* Loud volume, noisy, smoky environment
* Potential risk of personal injury
* Late evenings and weekends
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| **Training and Experience** |
| * Training and experience with cash procedures, preferably in a computerized atmosphere
* Past cafe/restaurant experience preferred
* Experience in campus environment preferred
* Some computer experience an asset
* Must have, or be willing to obtain, Smart Serve Certification
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| **Equipment** |
| * P.O.S. system, audio equipment, coffee machines, glass and plate ware, hot plates
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