|  |  |
| --- | --- |
| MSU-logo-2001 | JOB DESCRIPTION  Hourly Staff |

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

|  |
| --- |
| **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. |

|  |  |  |
| --- | --- | --- |
| **Major Duties and Responsibilities** | | |
|  | | |
| **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 |
| 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 |

|  |
| --- |
| **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 |

|  |
| --- |
| **Effort & Responsibility** |
| * Ability to make decisions quickly and often without warning (i.e customer service situations) * Responsible for dealing with large amounts of cash |

|  |
| --- |
| **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 |

|  |
| --- |
| **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 |

|  |
| --- |
| **Equipment** |
| * P.O.S. system, audio equipment, coffee machines, glass and plate ware, hot plates |