

JOB DESCRIPTION

JOB TITLE	Barista
REPORTING TO	Coffee shop Supervisor
JOB PURPOSE	To contribute to the efficient running of the Mission Care Dementia coffee shop promoting a positive experience for customers

Introduction

This Job Description is intended to provide a clear framework for the job holder and their manager to guide them in the requirements of the job.

It indicates only the main responsibilities and competencies of the post.

It is not intended to be an exhaustive list of tasks, procedures and policies. It is the job holder’s responsibility to ensure that they are familiar with all procedures and policies relevant to the job.

Overview of Main Responsibilities (What the job involves)

Responsibilities	<ul style="list-style-type: none"> ➤ Serve all products with friendly individualised attention towards the customer ensuring customers are educated on products and services ➤ Ensure a high standard of hygiene when preparing hot beverages and food for customers ➤ Proficiently prepare beverages and snacks. ➤ Maintain an understanding of various types of coffee, tea products, blends and roasts ➤ Ensure transactions are entered correctly into EPOS ➤ Assist with deliveries ➤ Participate in maintaining a clean environment ➤ Assist with stock control
Engaging with customers	<ul style="list-style-type: none"> ➤ Serve customers with friendly and positive interactions demonstrating empathy for the elderly ➤ Ensure customers receive a positive welcoming and relaxing experience ➤ Respond positively to customer questions ➤ Demonstrate an awareness of dementia
Working with colleagues	<ul style="list-style-type: none"> ➤ Work collaboratively and as part of a team with all colleagues in order to maintain the quality of catering and service within the coffee shop. ➤ Assist colleagues in their duties where necessary in order to deliver the best level of service.
Professional Responsibility	<ul style="list-style-type: none"> ➤ To be familiar with, and adhere to the policies and procedures of the coffee shop ➤ To be aware of HACCP (Hazard Analysis Critical Control Points) within the kitchen. ➤ Follow the standard operation procedures of beverage machine ➤ To be familiar with food hygiene ➤ To be familiar with the staff handbook

	<ul style="list-style-type: none"> ➤ Maintain professional competence and knowledge. ➤ Raise any issues of concern to Line Manager ➤ Attend mandatory training as directed by Line Manager
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Relevant Competencies (How the job needs to be done)

Performance Focus	<ul style="list-style-type: none"> ➤ Get on with the job in hand and focus on what is important. ➤ A commitment to work at all times to the highest standard possible, meeting or exceeding what is required.
Communication	<ul style="list-style-type: none"> ➤ At all times to communicate with customers and colleagues in a constructive and respectful manner. ➤ Ask questions and take time to listen to others in order to understand their point of view. ➤ Use positive and appropriate communication language and methods
Working with Others	<ul style="list-style-type: none"> ➤ Work with and willingly co-operate with others ➤ Build effective and trusting relationships with colleagues
Professional and Personal Experience	<ul style="list-style-type: none"> ➤ Experience within a customer service environment within hospitality or retail ➤ Ability to multi task and detail orientated ➤ Strong communication skills ➤ Maintain a focus on personal development, endeavouring to become better at doing the job. ➤ Experience of working in a kitchen environment ➤ Food hygiene certificate level 1 or 2.

Notes

This Job Description may be reviewed and amended from time to time to meet operational requirements. Any changes will be confirmed in writing.

The job holder shares responsibility with Mission Care for making suggestions to improve the effectiveness of the post.

Please sign below to indicate your acceptance of this Job Description:

Name:	Signature:	Date: