

SALUTE ESPRESSO BAR

Job Title: Barista/Retail Sales

Reports To: Manager/Owner

Customary Work Days: Tues – Sunday

Customary Work Hours: 9am-1pm; 1pm-5pm

Position Summary

Working in the retail store, Baristas provides 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 Salute's highest standards, and a commitment to quality in all of the goods the company offers.

Duties & Responsibilities

- Greet and interact with all customers. Prepare beverages and sell coffee, tea, and other store merchandise.
- Maintain beverage knowledge on current offerings and confidently and accurately communicate product information to customers. Respond to questions, orders, and concerns.
- Taste coffee or tea each shift worked to improve product knowledge and troubleshoot any product problems.
- Contributes to store profitability by following cash handling and cash register policies and procedures.
- Educate customers and staff on all beverages carried as well as the basic science of the various coffee brewing methods.
- Assist in the training and development of new employees.
- Offer relevant, well-thought out ideas and suggestions for improving store operations.
- Attend all individual and company scheduled training sessions to constantly advance education on beverages, merchandise, and espresso bar skills.
- Guide Barbacks in their tasks.
- Other duties as assigned.

Job Requirements

Education and/or Experience:

- High School Diploma or General Education Degree (GED).
- Retail and/or customer service experience required. Some coffee experience preferred.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to maintain a pleasant disposition and sense of urgency with helping customers.

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- Demonstrate a passion for coffee, tea, and quality foods.
- Capability to interface and maintain effective relationships with co-workers and customers.
- Logical and methodological approach to problem solving.
- Flexible, with the ability to multi-task in a highly demanding, stressful environment.
- Ability to cooperate successfully as a member of a team.
- Ability to communicate effectively with others, including giving and receiving feedback on the quality of services. Uses communication that is clear, honest, and complete.
- Ability to use available resources to answer questions.
- Cash handling skills.

Language Skills

- Ability to read and speak English proficiently.

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 the prescribed hours per week to perform the essential duties of the position.
- Fine hand manipulation (keyboarding and register).

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.

Please send all resumes to:

saluteespresso@gmail.com

RE: Job Posting