

Job Description: Barista

Product Knowledge

- Daily calibration and dialing in of espresso machine and grinder to company's quality standards
- Being able to discern between a good and a bad espresso shot, followed by rectifying the issue (if any)
- Able to steam and texture milk to company's quality standards – ensuring a velvety and smooth consistency
- Proper maintenance and care for all coffee equipment – includes thorough daily cleaning, after peak hours, as well as maintaining a clean work area throughout the day
- Good understanding of the various types of coffee and tea ranges
- Follows all company drink recipes and procedures ensuring quality and consistent product standards

Customer care & service

- Greets all customers with a positive attitude
- Equip customers knowledge about beverages ranges
- To perform assigned tasks including taking customers' orders, serving of food and drinks, ensuring guests needs are met
- Introduction and recommendation of product items, special promotions and membership discounts
- Uses techniques on suggestive selling and up selling in order to boost store sales and increase satisfaction
- Ensure consistency of product presentation, display and branding by checking the quality of the products, menus, marketing displays to ensure that they are good condition and correctly placed
- To ensure customer satisfaction by solving issues and queries both immediately and efficiently
- Adhere to all food hygiene standard and procedures
- Greets all customers with fast, friendly, personalized service and develops a rapport with customers by learning their names, favorite drinks and food items.