

***First Baptist of Orlando, Inc.***  
***Job Description***

**Job Position: Barista/Café staff**  
**Department/Ministry Area: Administration/Food Services**  
**Accountable To: Food Service Manager**  
**Supervises: None**  
**Date Prepared/Revised: January 2016**

**Summary:**

Responsible for serving all products with a friendly, individualized attention towards a guest. Provide prompt service, quality beverages and products, and maintaining a clean and comfortable café environment.

**Essential Duties and Responsibilities:**

- Acts with integrity, honesty and knowledge that promotes the culture, values and mission of First Baptist of Orlando.
- Accurately rings sales orders into cash register and be able to count back change.
- Answers telephone in a courteous and friendly manner including, but not limited to, giving a warm friendly greeting and receiving and filling orders for our guests.
- Maintains a calm demeanor during periods of high volume or unusual events to keep café operating to standard and to set a positive example for the guests and team.
- Responsible for verifying a \$200.00 bank at the beginning of the shift. Any discrepancies must be reported to the Food Service Manager.
- Greet all guests with fast, friendly, personalized service and develops a rapport with guests by learning their names, drinks and food items.
- Maintains a clean and organized workspace so that others can locate resources and products as needed. Responsible for overall cleanliness of Café and dining room.
- Must be in proper uniform clean and pressed.
- Barista is responsible for obtaining the Starbucks standards in regards to drink making and recipes.
- Provides quality beverages, whole bean, and food products consistently for all guest by adhering to all recipe and presentation standards. Follow health, safety and sanitation guidelines for all products.
  
- Adhere to all safety regulations for sanitation, food handling, and storage.
- Ensure storage of food in a proper and sanitary manner.
- Barista is responsible for any other duties requested by Food Service Manager/Director.

**Core Competencies**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The core competencies listed 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 learn quickly.
- Ability to understand and carry out oral and written instructions and request clarification when needed.
- Strong interpersonal skills.
- Ability to work as part of a team and the ability to build relationships.

- Barista is responsible for good customer relations. The Barista should be outgoing, friendly and have knowledge of repeat customer drinks. The Barista should be part of the atmosphere in the Café.
- Must have the ability to count change back to the guests.
- Well organized and detail oriented.
- Time Management
- Be able to work quickly and concisely under pressure.
- Attention to Detail

**Physical/Work Environment:**

This job operates in a kitchen/cafe environment. Regularly required to stand, walk, talk and hear. Frequently required to use hand to finger motions, handle or feel objects, reach with hands, ability to use kitchen utensils safely. Regularly required to lift and/or move items up to 30 lbs. Must be able to adjust vision to both day and night lighting, and be able to focus on distant and close range projects. Regularly required to handle food and hot beverages.

**Education and/or Experience:**

- High School Diploma or equivalent.
- 1 – 2 years of experience

**The company promotes an equal employment opportunity workplace which includes reasonable accommodation of otherwise qualified disabled applicants and employees so long as this does not create an undue hardship on the company or affect the health and/or safety of others at work. Please see your supervisor should you have any questions about this policy or these job duties. This job description may not be all inclusive and employees are expected to perform all other duties as assigned and/or directed by management. Job descriptions and duties may be modified when deemed appropriate by management.**