

LEAD BARISTA JOB DESCRIPTION

A Cup for Lola: Join Our Warm & Welcoming Team!

About Us

A Cup for Lola is a coffee shop dedicated to providing customers with an exceptional coffee experience rooted in intentionality. Nestled within a cozy yet stylish setting in Legazpi Village, Makati, we offer a warm and welcoming space for the community, where guests can enjoy quality coffee and connect with others.

At our core, we prioritize:

- **Exceptional Customer Service:** We strive to create positive and memorable experiences for every guest.
- **Premium Quality Offerings:** We are committed to serving high-quality coffee and other carefully selected items.
- **A Welcoming Environment:** We strive to create a space where everyone feels at home, a true extension of the neighborhood.
- **Brightening Each Individual's Day:** We aim to create positive interactions and contribute to a positive start or break in our customers' day.

Key Responsibilities:

Drink Prep & Quality

- Craft espresso, teas, and specialties to house standards
- Ensure every drink looks, tastes, and feels just right
- Maintain and master equipment for top performance
- Stay curious—learn new trends and techniques

Customer Experience

- Greet guests with warmth and help them find their favorite cup
- Anticipate needs and offer thoughtful suggestions
- Turn concerns into great experiences

Operations & Cleanliness

- Keep the bar, shop, and tools clean and organized
- Move fast, work smart, and support the team

Leadership

- Inspire and train our baristas to craft perfect drinks and deliver our brand values with excellent service.

- Oversee daily coffee bar operations for top-notch quality and happy customers.
- Help manage stock and keep our supplies ready.
- Contribute ideas to boost sales and keep our customers coming back.
- Assist in creating exciting new drinks for our menu.

Qualifications

- Exceptional customer service skills for memorable guest experiences.
- Experience in fast-paced coffee shops or restaurants.
- Skilled in mentoring, training, and quality control
- Solid knowledge of specialty coffee, tea, and trends
- Strong leadership and teamwork abilities.
- Proficiency in troubleshooting and maintaining coffee equipment.
- Latte art skills are beneficial

Requirements:

- Education - Senior High School Graduate
- Excited to work with us right here in the heart of Makati City!
- Happy to hop in whenever we need you, across different shifts.
- Ready to brighten mornings, weekends, and even holidays with your positive energy.
- You've got your high school diploma, and any extra barista training is a big plus!

Benefits:

- Company events
- Employee discount
- Paid training

Schedule:

- 8 hour shift
- Holidays
- Overtime
- Weekends

Supplemental Pay:

- 13th month salary
- Overtime pay
- Tips