



## Job Descriptions for a Barista and a Manager

The below descriptions can be used for posting an advertisement on a job posting site, your website, or other social avenue (i.e. Facebook, Twitter, etc..)

### Barista (part time or full time) for a drive-thru kiosk

#### **Main Job Task and Responsibilities**

- Creates a friendly and fast environment for customers by determining their coffee interests and needs.
- Multi tasking capabilities in a fast paced environment.
- Educates customers by presenting and explaining the coffee drink menu; answering questions.
- Prepares and sells coffee drinks by following specific recipes and preparation techniques.
- Generates revenues by attracting new customers; defining new and expanded services and products as well as up selling customers.
- Stocking, inventory, and cleaning.
- Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
- Maintains safe and healthy work environment by following organization standards and sanitation regulations.
- Updates job knowledge by participating in educational opportunities; reading coffee, retail trade, and food service publications; maintaining personal networks.

#### **Skills and Experience Beneficial but Not Necessary**

- High School Diploma
- High volume experience with coffee making equipment
- Working knowledge of all forms of coffee and standard beverage recipes
- Basic numeracy and money-handling skills
- Able to read and speak fluently in required language
- Able to stand for long hours
- Able to lift and carry moderate amounts of weight

#### **Key Competencies**

- Sense of urgency
- High energy level
- Organizational ability

- Customer service orientation
- Communication skills
- Team member
- Honesty and integrity
- Reliability

### **In Summary**

**Barista Skills and Qualifications:** Listening, Verbal Communication, Customer Focus, Customer Service, Basic Safety, People Skills, Action Oriented, Organization, Selling to Customer Needs, Attendance, Client Relationships.

A Manager or shift leader for your drive-thru coffee kiosk should first and foremost have the above qualities and assets as well as the ability to manage employees, manage a store through inventory control, product control, cleanliness, and customer service/sales of employees.

Primary responsibilities in addition to the Barista description:

- Hiring
- New Hire Training
- Scheduling
- Employee evaluations
- Managing and Ordering Inventory
- Store Operations
  - Day to Day Operations
  - Bank Deposits
  - Monthly Reviews with Management to asses store progress
- Quality of Products Served
- Proper Staffing
- Daily and Weekly Specials
- Maintaining a Clean Drive-Thru
- Customer Service and Sales



## **Employment Application**

*We are an equal opportunity employer.*

Position Applied For: \_\_\_\_\_ Date of Application: \_\_\_\_\_

Name: \_\_\_\_\_  
Last First Middle

Address: \_\_\_\_\_  
Street City State Zip

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_ Soc. Sec. No.: \_\_\_\_\_

Date available to start: \_\_\_\_\_ Days Available to work: \_\_\_\_\_

Type of employment desired: \_\_\_\_\_ Full-Time \_\_\_\_\_ Part-Time \_\_\_\_\_ Temporary

Have you been convicted of a crime in the past? \_\_\_\_\_ Yes \_\_\_\_\_ No

*If yes, please explain:*

Have you been employed here before? \_\_\_\_\_ Yes \_\_\_\_\_ No

Are you legally eligible for employment in this country? \_\_\_\_\_ Yes \_\_\_\_\_ No

If you are under 18, do you have a work permit? \_\_\_\_\_ Yes \_\_\_\_\_ No

## Work Experience

| FROM                           | TO | EMPLOYER                            | PHONE |
|--------------------------------|----|-------------------------------------|-------|
| JOB TITLE                      |    | ADDRESS                             |       |
| IMMEDIATE SUPERVISOR AND TITLE |    | NATURE OF WORK AND RESPONSIBILITIES |       |
| REASON FOR LEAVING             |    | HOURLY RATE                         |       |

| FROM                           | TO | EMPLOYER                            | PHONE |
|--------------------------------|----|-------------------------------------|-------|
| JOB TITLE                      |    | ADDRESS                             |       |
| IMMEDIATE SUPERVISOR AND TITLE |    | NATURE OF WORK AND RESPONSIBILITIES |       |
| REASON FOR LEAVING             |    | HOURLY RATE                         |       |

Signature: \_\_\_\_\_ Date: \_\_\_\_\_