

# Kaffee Meister

Job Title: <b>Barista</b>	Job Code: <b>400</b>
Department:	Job Grade: <b>4</b>
Revision Date: <b>03/31/2021</b>	Fair Labor Standards Act (FLSA): <b>Non-Exempt</b>

## Position Overview

Baristas should be able to demonstrate prior experience creating espresso-based drinks in a coffee shop environment. They must have completed an introductory Kaffee Meister or comparable barista training. They must also be able to demonstrate mastery of espresso shots, consistency in dairy steaming (quality and temperature) including simple latte art, and the production of all Kaffee Meister beverages as well as preparing and serving premade pastries and simple food items. They must display diligence, confidence and the ability to work efficiently. A general awareness, initiative, and a sense of self-sufficiency is necessary.

All employees of Kaffee Meister are expected to display a willingness to learn, professionalism, friendliness to customers and co-workers, and a commitment to the philosophy of Kaffee Meister, which includes a desire to promote coffee, quality, and community within the realm of a coffee shop environment.

Baristas are at will employees and may be terminated at any time without reason. The position may or may not lead to a higher level of employment.

## Essential Job Functions

### *40% Kitchen Maintenance*

- Function as part of a team to maintain and care for the facility, including bathroom, scullery, storage room, and dining area, including dusting furniture, lights and merchandise; cleaning windows, cleaning tables and chairs
- Clean floors, including lifting buckets of water, moving heavy mats, and sweeping, vacuuming, and mopping large areas as required
- Restock coffee bar with supplies, including lifting and moving incoming boxes of supplies, food, and merchandise
- Assist in opening and closing of shop, including moving tables, chairs, mats, and signs from the interior to the exterior of the dining area and back again

### *45% Food Service*

- Prepare and serve all Kaffee Meister beverages and premade food items in a safe and effective manner, including the operation of blenders, ovens, the espresso machine, and the correct use of sharp kitchen tools
- Process customer orders, including use of the POS, food ordering system, taking money and making change, and bussing tables
- Produce all Kaffee Meister drinks
- Evaluate the flavor and quality of espresso shots and making adjustments to correct any identified flaws
- Evaluate the texture and temperature of steamed dairy and making adjustments to correct any identified flaws
- Create simple latte art on a consistent basis
- Ensure that all food and drinks given to customers are up to Kaffee Meister standards

### **15% Management**

- When necessary, serve as the Person in Charge of the coffee shop.
- Attend and participate in all required staff and barista meetings
- Assist with taking inventory and making supply requests
- Mentor barista apprentices in the skills of making espresso-based drinks and other beverages created using an espresso machine.
- Resolve simple customer complaints and ensure customer satisfaction
- Promptly report customer and staff concerns, unusual situations, and maintenance issues to owners

### **Non-essential Job Functions**

- Answer phone and take messages as needed in a professional manner
- Arrange retail merchandise

### **Requirements**

- Attention to detail
- Ability to take instructions and assist team members with tasks
- Ability to identify needed tasks and then complete them
- Successful completion of a food handler's course/exam
- Cleanliness
- Punctuality
- Friendliness and professionalism
- Speed
- Multi-tasking
- Ability to make change and complete basic math computation
- Problem solving
- Leadership
- Must be legal to work in the United States
- Must be 18 years of age or provide a work permit as proof of eligibility to work

### **Other Skills/Abilities**

- Must be able to read and follow technical directions

### **Working Conditions**

- Lift equipment up to 40 pounds
- Climb short ladders
- Stand for prolonged periods of time
- Work with a variety of cleaning chemicals and supplies
- Confined and restricted work environment
- Work in a fast-paced environment
- Handle multiple commands and prioritize them
- May be required to stay later if things are busy
- May be required to go home early if things are slow
- Work on high pressure, hot espresso machine
- Must be able to see in steam pitcher at 5' high with or without reasonable accommodation
- Must be able to reach items at 6' high with or without reasonable accommodation

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.