

Coffee Corners

Role and Task Descriptions

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Human Resources



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Year 1: Barista

A Barista is a skilled and customer-focused professional responsible for crafting and serving a variety of coffee beverages and other refreshments. Operating in a fast-paced and customer centric environment, the Barista plays a key role in providing exceptional coffee experience while maintaining a clean and organized coffee shop. The roles and tasks include:

1. Beverage Preparation:
 - a. Craft and prepare a variety of coffee and tea beverages, including espresso, lattes, cappuccinos and speciality drinks.
 - b. Ensure the quality and consistency of beverages, following established recipes and standards.
 - c. Use espresso machines, grinders, and coffee-making equipment with precision.
2. Customer Service:
 - a. Provide excellent customer service by greeting customers, taking orders, and answering questions about menu items.
 - b. Customized orders based on customer preferences and dietary restrictions.
 - c. Handle customer complaints or concerns professionally and with a focus on resolution.
3. Cash Handling and Transactions:
 - a. Accurately process customer payments
 - b. Keep payment processing areas organized and secure.
4. Menu Knowledge:
 - a. Stay informed about the coffee menu, including seasonal offerings and promotions.
 - b. Educate customers about different coffee beans, brewing methods, and flavour profiles.
 - c. Make recommendations based on customer preferences.
5. Cleanliness and Maintenance:
 - a. Maintain a clean and organized workspace, including the coffee preparation area and serving counter.
 - b. Regularly clean and sanitize coffee machines, grinders and utensils.
 - c. Monitor and restock coffee beans, milk, syrups and other supplies as needed.
6. Adherence to Health and Safety Standards:

- a. Follow health and safety regulations, including proper food handling and sanitation practices.
 - b. Ensure the cleanliness of all customer areas, including tables, chairs and serving counters.
 - c. Report any safety concerns or equipment malfunctions to the supervisor.
7. Team Collaboration:
 - a. Collaborate with other team members to ensure smooth operations.
 - b. Communicate effectively with colleagues to coordinate tasks and provide support.
 - c. Work as a team to uphold the overall cleanliness and ambiance of the establishment.
8. Upselling and Promotion:
 - a. Upsell additional items such as pastries, snacks, or merchandise to enhance the customer experience.
 - b. Participate in promotions and special events to drive sales and customer engagement.
 - c. Contribute ideas for new beverages or promotions.

Top characteristics for this role:

- Knowledge of different coffee brewing techniques and a passion for coffee.
- Excellent customer service and communication skills.
- Ability to work in a fast-paced environment with attention to detail.
- Willingness to learn and adapt to new menu items and promotions.

Related Learning Outcomes:

- Creates hospitable environment that guests and other stakeholders perceive as valuable safe and sustainable (LO1).
- Creates connections and build network that supports realizing organisational goals and affected communities (LO2).
- Makes well-founded decision that can be justified to stakeholders (LO3).
- Analyses guest and other stakeholders in a hospitality context anticipate effectively on their needs and interests (LO4)

Or

- Provides creative solutions that add value to the hospitality industry and its environment (LO5)
- Acts as a leader who can adapt to situations and circumstances to guide, manage, and lead teams effectively (LO6)
- Develops and shares a sustainable mind-set to have a positive impact on tomorrow's world (LO7)

- Understands own norms and values to reflect on ethical behaviour as a professional (LO9)

Year 2: Barista Supervisor

The Barista Supervisor is a leadership position responsible for overseeing the daily operations of the coffee shop. This role involves managing a team of baristas, ensuring the quality of beverage preparation, and providing excellent customer service. The Barista Supervisor plays a crucial role in maintaining a positive and efficient work environment while upholding the standards of the establishments. The roles and tasks include:

1. Team Management:
 - a. Supervise and lead a team of baristas, providing guidance training and support.
 - b. Schedule shifts, assign tasks, and ensure adequate staffing levels during peak hours.
 - c. Conduct performance evaluations and provide constructive feedback.
2. Beverage Quality Control:
 - a. Ensure the consistency and quality of coffee and beverage preparation.
 - b. Train and mentor baristas on proper brewing techniques presentation, and adherence to recipes.
 - c. Conduct regular taste tests to maintain high standards.
3. Customer Services Excellence:
 - a. Model and promote excellent customer service standards for the team.
 - b. Handle customer inquiries complaints, or special requests with professionalism.
 - c. Train baristas in effective communication and problem-solving with customers.
4. Training and Development:
 - a. Develop and implement training programs for new baristas.
 - b. Conduct ongoing training sessions to enhance the skills and knowledge of the team.
 - c. Keep the team informed about new menu items, promotions, and company policies.
5. Cash Handling and Operations:
 - a. Oversee point of sales services, including opening and closing register.
 - b. Monitor and manage inventory, placing orders for coffee beans, syrups and other supplies.
 - c. Ensure cleanliness and organisation of the coffee preparation area and serving counter.

6. Healthy and Safety Compliance:
 - a. Ensure adherence to health and safety regulations, including sanitation practices.
 - b. Conduct regular inspections to identify and address potential safety hazards.
 - c. Implement and enforce proper food handling and storage procedures.
7. Scheduling and Labour Management:
 - a. Create and manage work schedules, taking into account peak business hours and staffing needs.
 - b. Monitor labour costs and work with management to optimize staffing levels.
 - c. Coordinate breaks and rotations to maintain efficient operations.
8. Promotions and Merchandising:
 - a. Collaborate with management to execute promotions, discounts, and special events.
 - b. Participate in merchandising efforts to enhance the visual appeal of the coffee shop.
 - c. Contribute ideas for new beverages, promotions or marketing initiatives.

Top characteristics for this role:

- Strong knowledge of coffee preparation techniques and a passion for the industry.
- Excellent interpersonal skills and communication skills.
- Ability to handle challenging situations with customers and staff.
- Familiarity with inventory management and ordering processes.
- Ability to work in a fast-paced environment and manage multiple priorities.

Related Learning Outcomes:

- Building a Professional Network (LO2)
- Sustaining a Professional Network (LO2)
- Creating valuable solutions for the hospitality industry (LO5)
- Implementing and evaluating innovative solutions for the hospitality industry (LO5)
- Tactical Leadership (LO6)
- Strategic Leadership (LO6)

Year 3: Barista Manager

The Barista Manager is a leadership position responsible for overseeing all aspects of the coffee shop, including staff management, operations and customer service. This role involves strategic planning, team leadership, and ensuring the overall success of the coffee leadership. The roles and tasks include:

1. Leadership and Team Management:
 - a. Provide leadership, guidance, and support to the barista team.
 - b. Recruit, hire, and train new staff members.
 - c. Conduct regular performance evaluations and implement professional development plans.
2. Operational Oversight:
 - a. Oversee the day-to-day operations of the coffee shop
 - b. Develop and implement operational procedures and protocols.
 - c. Ensure compliance with health and safety regulations and company policies.
3. Inventory and Supply Chain Management:
 - a. Manage inventory levels and ordering processes for coffee beans, syrups and other supplies.
 - b. Work with suppliers to negotiate favourable pricing and maintain quality standards.
 - c. Monitor and control costs related to inventory and supplies.
4. Financial Management:
 - a. Develop and manage the coffee shop's budget.
 - b. Monitor sales, expenses and profits to achieve financial goals.
 - c. Implement strategies to optimise revenue and control costs.
5. Customer Experience Enhancement:
 - a. Foster a customer-centric experience through excellent service and product quality.
 - b. Gather customer feedback and implement improvements based on insights.
 - c. Develop and execute promotions, loyalty programs and special events.
6. Training and Development:
 - a. Design and implement training programs for new and existing staff.
 - b. Provide ongoing training to enhance the skills and knowledge of the team.

- c. Keep the team informed about new products, promotions, and industry trends.
- 7. Marketing and Branding:
 - a. Collaborate with the marketing team to develop and execute promotional campaigns.
 - b. contribute to the development of marketing strategies to enhance brand visibility.
 - c. Monitor market trends and competitor activities to stay competitive.
- 8. Equipment Maintenance and Technology Integration:
 - a. Ensure the proper maintenance of coffee machines, grinders, and other equipment.
 - b. Explore and integrate new technologies that enhance efficiency and customer experience.
 - c. Stay updated on industry advancements and recommend relevant technology upgrades.
- 9. Community Engagement:
 - a. Establish and maintain positive relationships with the local community.
 - b. Participate in community events and initiatives to enhance the coffee shop's presence.
 - c. Implement strategies to attract and retain a loyal customer base.

Top characteristics for this role:

- Strong leadership and team management skills.
- Excellent organizational skills and multitasking abilities.
- Knowledge of coffee preparation techniques and the coffee industry.
- Financial acumen and budget management experience.
- Exceptional communication and interpersonal skills.
- Proficient in technology, including point-of-sale system and inventory management software.

Related Learning Outcomes:

- Reflecting on personal sustainable mindset (LO7)
- Reflecting on professional sustainable mindset (LO7)
- Global citizenship – adapt own contribution effectively (LO8)
- Understanding professional behaviour (LO9)
- Solving professional and ethical issues (LO9)
- Strategic Business Improvement (LO1)
- Sustaining a professional network (LO2)
- Strategic Decision Making (LO3)
- Strategic Forecasting (LO4)
- Implementing and evaluating (LO5)
- Strategic Leadership (LO6)

