

# Big Water Café

## Barista – Shift lead

Reports to: Café Manager

### **The ideal candidate for this position:**

- Is passionate about selling great food & coffee and giving great service
- Has experience handling money and accurately doing closing tills and night deposits
- Has experience working in customer service and/or the foodservice/hospitality industry
- Has a reputation for giving great service to guests and co-workers
- Can work a flexible schedule, including weekends
- Has strong interpersonal skills
- Can handle multiple tasks at one time
- Is self-motivated, especially under pressure
- Is able to work independently and as a member of a team
- Communicates professionally in person and on the phone
- Has good problem solving skills
- Likes to have fun at work
- Enjoys handling complex situations
- Is able to effectively manage their emotions in the workplace
- Exhibits strong organizational skills
- Enjoys working under a time crunch
- Takes pride in being consistent
- Loves to learn and takes direction with a smile
- Enjoys a challenge and creating something new
- Recognizes when help is needed and is willing to ask for it

### **Performance Expectations**

- Makes eye contact and greets guests enthusiastically
- Treats customers and co-workers with courtesy and respect
- Completes all barista training requirements within the stated timeframes
- Follows sanitation procedures
- Responsible to maintain proper levels of change in tills
- Accurately closes tills at night and delivers night deposits
- Consistently makes drink menu items to meet quality, portion and time standards
- Says thank you to every customer
- Follows cash handling procedures and Point of Sale procedures
- Keeps dining and service areas clean and organized
- Checks customer bathrooms; cleans and stocks as needed
- Takes out trash in customer areas as needed
- Quickly and accurately completes drink orders for guests
- Assists in keeping barista area neat and clean
- Performs cleaning tasks in accordance to the duty lists and cleaning standards
- Follows standards for merchandising, stocking and rotating items
- Takes direction from Kitchen Manager, General manager, and Shift supervisors
- Directs guests to seating, washrooms, service counter
- Positively responds to requests for assistance from co-workers, supervisors and customers
- Takes initiative to help any area of the Cafe if possible, or lets supervisor know where help is needed
- Finds work to do when slow
- Practices good personal hygiene
- Asks questions and for help whenever necessary

**Compensation:**

- Competitive wage plus tips
- Discount on Big Water food and drink
- Free 1/2 lb of coffee per week
- Free meal per shift

**Ready to apply?  
Come to Big Water Cafe at 117 rittenhouse ave  
to fill out an application**