

**LAND OF LINCOLN GOODWILL INDUSTRIES
JOB DESCRIPTION**

<u>JOB TITLE</u> Barista	<u>DEPARTMENT</u> Retail
<u>SUPERVISOR</u> Coffee House Manager	<u>DIVISION</u> Coffee House
<u>CLASSIFICATION</u> Non-exempt	<u>POSITIONS SUPERVISED</u> None

I. POSITION CONCEPT

Perform barista functions, wait on customers, prepare beverages and serve pastries. Operate cash register, prepare baked goods.

II. ESSENTIAL JOB DUTIES

- Operate cash register accurately and efficiently for customer transactions, process credit card transactions and make change.
- Receive payment by cash, check, credit cards, or automatic debits.
- Issue receipts and change due to customers.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Greet customers entering establishments.
- Provide customer service in a friendly manner.
- Take orders from patrons.
- Answer customers' questions and provide information about products and advise customers on products selection.
- Maintain clean and orderly checkout areas, work areas and tables.
- Clean work areas, equipment, utensils, dishes and silverware.
- Store food in designated containers and storage areas to prevent spoilage.
- Prepare a variety of pastries according to customers' orders or supervisors' instructions, following approved procedures.
- Mix ingredients and operate machinery to prepare baked pastries, coffees, smoothies, sodas, and other hot or cold beverages.
- Portion and wrap the food, or place it directly on plates for service to customers.
- Serve baked goods / pastries and beverages to customers.
- Inform supervisors when supplies are getting low or equipment is not working properly.
- Maintain store premises in compliance with Agency Safety and sanitation practices.
- Other duties as assigned by supervisor.

III. EQUIPMENT AND TOOLS USED

All equipment for coffee specialty drinks and any others necessary to fulfill the coffee house business. Oven, mixer blender, smoothie machine, cappuccino maker, espresso machine, milk frother, cash register, measuring cups and spoons, etc.

IV. REQUIREMENTS

- One year of food service experience preferred.
- Requires ability to become proficient in coffee shop operations and beverage preparation.
- Excellent oral communication.
- Requires basic math skills.
- Requires ability to operate cash register and process cash and credit card transactions.
- Requires ability to count money and make change.
- Requires ability to read and follow recipes.
- Requires ability to weigh and measure ingredients for recipes.
- Follow the dress code as directed by Goodwill and display a professional image and attitude.
- Ensure compliance with all Agency policies, procedures and safety standards throughout areas and maintain same to meet CARF, DOL, Department of Public Health License Permit Certification Registration Food Service Sanitation and other applicable regulatory standards.

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- Requires ability to be consistently at work and on time on scheduled work days.
- Requires the ability to interact with people with disabilities in a manner which enhances their dignity, privacy and confidentiality.
- Requires ability to work independently while fostering a strong team atmosphere.
- Requires ability to complete tasks on time or communicate issues / problems with the appropriate person.
- Requires ability to follow all LLGI policies and procedures.
- Requires ability to promote a safe working environment and to ensure that all safety procedures are followed.
- Requires ability to successfully complete pre-employment drug screen, reference check and criminal background investigation

V. PHYSICAL REQUIREMENTS/WORKING CONDITIONS

- Ability to occasionally lift and move up to thirty (30) pounds.
- Ability to stand for long periods throughout each work day.
- Prepare and serve beverages.
- Prepare baked goods/pastries.
- Ability to read and follow recipes.

VI. CONTACTS

- Coffee House Staff.
- Other LLGI Staff.
- Customers.
- Service Participants.

Acknowledgement of Position:

I acknowledge that this job description serves only as a guideline for the duties required of my position, and that job duties are subject to change, as the organization deems necessary. I understand and accept the position and I understand that these are the responsibilities and requirements of the position.

Employee Name (Please Print) _____ Date _____

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____