

## BARISTA JOB DESCRIPTION

Canada Coffee is a young, international and dynamic coffee shop in the heart of Alicante. Canada Coffee is a “Third Space”: an environment different than home or work, providing customers with prompt service, affordable quality products, while maintaining a fresh and welcoming atmosphere. We are specialized in fresh cupcakes, quality coffee and more. We encourage our guests to customize their orders to suit their personal preference. For more details please see our website [www.CanadaCoffee.es](http://www.CanadaCoffee.es)

At Canada Coffee we work with a *barista* (not a waiter, barman or cook). The goal is to ensure 100% customer satisfaction, provide a fast, reliable, friendly and courteous service in a safe and clean environment, with the highest standards of quality, service and cleanliness.

The Barista is a key component in our “Third Space” experience. The Barista is responsible for processing all orders promptly and efficiently, while providing excellent customer service and a positive attitude, with individualized attention towards each customer. He or she is also responsible for educating customers about our products and working within a team to ensure the daily operations are smooth and profitable.

The ideal candidate:

- must be a certified Barista or is willing to take a Barista course
- must possess the certificate “Manipulador de Alimentos” or is willing to acquire it
- is able to learn and adapt quickly
- is able to effectively communicate in both English and Spanish
- has excellent communication skills with guests and staff, in a courteous and friendly manner
- is able to understand and carry out instructions and request clarification when needed
- is efficient, well organized and detail oriented
- is able to handle multiple tasks at once
- is able to successfully work in a team while under pressure
- has strong interpersonal skills
- is able to develop and maintain effective working relationships
- operates and uses well the equipment, as instructed
- is available to work flexible hours/days, special events and overtime, according to business needs
- maintains a positive morale and a professional attitude
- has previous experience as Barista (not required)
- has previous experience in retail store or food establishment (not required)
- has previous experience with a PoS register system and handling cash (not required)

The barista is required to:

- act with integrity, professionalism, and knowledge that promote our culture, values, and mission
- follow health, safety and sanitation guidelines at all times
- maintain regular and consistent attendance and punctuality
- adhere to company dress code
- communicate with managers and participate in creating the desired “Third Space” environment
- provide excellent customer service
- build rapport with customers by learning names and favorite drinks
- discover and respond to customer needs
- maintain a calm exterior presence during periods of high volume or unusual events
- anticipate customer and store needs by constantly evaluating environment and customers
- follow operational policies and procedures, including those for cash handling, safety and security
- run errands, when needed

Typical barista tasks are:

- understand products, services and guests needs clearly
- be consistent while preparing all the items on the menu, following the recipes and measurements
- assure the presentation of all beverages meets superior quality standards
- sell and serve products to guests in a courteous and friendly manner
- safely handle all beverage and equipment during preparation
- greet and call back guests orders, with a friendly smile and a positive attitude
- educate guests and staff on beverages and advises on personalizing them
- estimate expected beverage consumption based on previous trends and developments
- organize storage and supplies, and replenishes ingredients
- maintain the work area safe and sanitary in accordance with food handling procedures
- keep the work area and equipment clean and organized throughout the shift
- follow cleaning and replenishing procedures at end of the shift

Sales and customer assistance tasks include:

- process with accuracy all monetary transactions
- ensure accountability of company funds and inventory
- respond appropriately to customer concerns
- communicate complaints or concerns to management
- respond pro-actively to prevent customer service situations
- sell and serve baked goods and other items to customers as needed

As a key part of the team, the barista:

- contributes to a positive work environment
- communicates to solve problems and improve the quality of our product and customer service
- assists in completing the opening and closing checklist
- assists in maintaining a clean and tidy environment
- helps other staff as needed
- assists with trainees by positively reinforcing successful performance and giving respectful and encouraging coaching as needed

The candidate should apply in person at C/ San Francisco 64, Alicante. An updated curriculum, proper attire, punctuality and professional attitude are pre-requisites for an interview. Ability to speak fluent Spanish and English is a bonus.



**CANADA COFFEE**

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[www.CanadaCoffee.es](http://www.CanadaCoffee.es)