



Job Title: Barista
Division: Resort Services
Department: Starbucks
Responsible To: Starbucks Manager

Role Summary

A Barista greets customers, takes orders and creates quality Starbucks beverages. A Starbucks Barista also maintains and cleans the store.

Responsibilities

- Greet customers as they arrive at the Starbucks outlet and inquire into their orders
- Provide quality beverages, whole bean and food products consistently for all customers by adhering to all recipe and presentation standards
- Maintain a calm demeanor during periods of high volume or unusual events to keep store operating to standard
- Educate customers by presenting and explaining the coffee drink menu and answering questions
- Sell coffee and coffee grinding/brewing equipment by explaining differences in coffee beans and coffee preparation machines and demonstrating how brewing equipment operates
- Maintain inventories by replenishing coffee bean supply, stocking coffee brewing equipment, maintaining supplies, pastries and cookies for coffee bar
- Keep equipment operating by following operating instructions, troubleshooting breakdowns
- Ensure that any complaints are resolved in a positive manner, keeping customers happy ensuring recurring business
- Ensure that Starbucks merchandising and signing standards are followed
- Handle payment transactions in an efficient manner
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

**Requirements**

- Working towards a diploma or degree in tourism or hospitality considered an asset
- Previous experience in a retail or coffee shop environment an asset
- Cash handling experience required, including the use of a point of sales system
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with point of sale software, Microsoft Word and Excel
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 25 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling

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