



## **Barista - Sales Associate**

### **Job Functions**

- Provide excellent customer service
- Create quality and consistent beverages
- Retain and exercise extensive coffee knowledge
- Carry out duties delegated by management
- Adhere to all PCTC safety trainings & policies
- Work with team to ensure completion of all duties and tasks
- Manage and maintain an efficient work space
- Communicate with co-workers in a timely manner to maintain flow of information

### **Other Job Requirements**

- Adhere to general requirements for all management and staff
- Communicate with customers and other internal and external contacts in a professional manner
- Ask for help and seek advice appropriately
- Valid Food Safety Certificate

### **Job Duties**

- Responsible for engagement and assistance of customers in store through exceptional customer service
- Preparing drinks for customers, including knowledge of the espresso machine and company recipes
- Weighing and selling bulk coffee and teas
- Running a cash register and giving accurate change to customers
- Restocking drink, retail, and wholesale supplies before and after shift
- Light food prep including wrapping food and adhering to Food Safety Law
- Packaging shipping orders
- Answering phones and taking orders over the phone
- Communicate day-to-day needs of shop operations to AGM and RMM (i.e. shortages of supplies)