

JOB POSITION: Barista – Courtside Café

POSITION DESCRIPTION

Barista responsibilities include educating customers on our drink menu, making recommendations based on their preferences, up-selling special items and taking orders. To be successful in this role, you should have customer service skills and knowledge of how brewing equipment operates. You should also be able to work various shifts.

RESPONSIBILITIES AND DUTIES

I. Upholds MSA Standards

- Builds and maintains positive and respectful relations with MSA team members.
- Demonstrates commitment to continued personal and professional improvement.
- Promotes the value of all MSA Centers of Excellence to athletes and supporters.
- Demonstrates a commitment to live and promote a healthy lifestyle.
- Greet customers as they enter.
- Answer customer questions regarding ingredients.
- Take orders while paying attention to details (e.g. preferences of dairy, smoothie ingredients and ratios).
- Prepare beverages following recipes.
- Serve beverages and prepared foods.
- Receive and process payments (including cash and credit cards).
- Keep the bar area clean at all times.
- Maintain stock.
- Check if brewing equipment operates properly and report any maintenance needs.
- Comply with health and safety regulations.
- Communicate customer feedback to managers and recommend new menu items.

II. Required Skills and Operational Standards

- Maintains a calm demeanor during periods of high volume or unusual events to keep the café operating to standard and to set a positive example for the shift team.
- Anticipates customer and café needs by constantly evaluating environment and customers for cues.
- Communicates information to manager so that the team can respond as necessary.
- Assists with new team member training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
- Contributes to a positive team environment by recognizing alarms or changes in partner morale and performance and communicating them to the manager.
- Delivers legendary customer service to all customers.
- Discovers and responds to customer needs.
- Follows operational policies and procedures, including those for cash handling and safety and security.

- Maintains a clean and organized workspace so that team members can locate resources and product as needed.
- Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards.
- Follows health, safety and sanitation guidelines.
- Maintains regular and punctual attendance.
- Adheres to grooming and appearance standards.
- Fully trained in premium coffee preparation with at least (6) months previous Barista or Waiter/Waitress experience.
- Ability to understand and carry out oral and written instructions and request clarification when needed.
- Ability to work as part of a team.
- Positive interpersonal skills.
- Hands-on experience with brewing equipment
- Knowledge of sanitation regulations.
- Basic math skills.
- High school diploma or equivalent; relevant training is a plus.

