

**POSITION DESCRIPTION**

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| **Position Details** | |
| **Title:**  **Reports to:**  **Location:** | **Barista**  **Café Manager**  **Hornby** |

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| **Purpose of Position** |
| * To make and serve beverages to Columbus Coffee recipe, preparation and presentation standards. * To comply with Columbus Coffee customer service standards at all times |

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| **Key Accountabilities** |
| * Remain a professional representative of Columbus Coffee / Mitre10 at all times * Adhere to Columbus Coffee Policies and Procedures * Works within Health, Safety and Hygiene standards at all times * Reports all incidents, accidents and hazards according to Columbus Coffee / Mitre 10 Policies and Procedures * Remain flexible to accommodate additional requests and responsibilities as required * Keeps calm and manages stressful situations effectively * Communicate effectively with colleagues and customers * Actively participates in Columbus Coffee Training and Development * Extensive knowledge in and passion for the art of espresso * Provide consistent quality beverages according to Columbus Coffee Brand Standards * Educate colleagues and customers in the art of espresso, processing and brewing methods * Provide courteous and prompt customer service to all * Ensure all coffee is dispensed quickly and efficiently and that the customer receives their coffee within the defined service time frame (not to exceed 7 minutes during peak times) * Operate and look after espresso machine in a professional and safe manner * Maintain presentation and cleanliness of coffee machine and surrounds * Adhere to daily and weekly cleaning and maintenance schedules in full as detailed in Operations Manual * Ensure par levels are maintained * Undertake regular espresso training sessions with fellow colleagues * Conduct quality and process checks with fellow colleagues to ensure a quality and consistent product is provided to customers * Participate in Columbus Coffee Barista competitions and training * Use point of sale to accurately process beverage orders * Provide assistance to colleagues to ensure excellence in customer service is provided at all times |