

**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
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