

## Brittain Resort Management Job Description

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Job Title	<u>Starbucks Barista</u>
Department	Food & Beverage
Reporting	Starbucks Store Manager
Status	Non-Exempt

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THIS JOB DESCRIPTION DOES NOT CREATE  
AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT.

### Job Summary

The Barista is responsible for creating exceptional service experiences for our customers by providing prompt service, quality beverages and products, and maintaining a clean and comfortable store environment.

### Essential Functions

- Deliver legendary service to all customers by acting with a “customer comes first” attitude and connecting with the customer. Responds to customers’ needs and says thank you to every customer.
- Present oneself professionally and demonstrates clear communication with all customer and team members interactions.
- Anticipate customer and store needs by constantly evaluating environment and customers for cues. Discover customer needs and appropriately suggest product with every customer to enhance service and sales goals.
- Assist customers in the selection and purchase of specialty coffee beverages and whole bean sales (as applicable).
- Provide quality beverages and food products consistently by adhering to all recipe and presentation standards.
- Perform cleaning tasks in accordance with standards. Maintain the customer service area and equipment in a clean and appealing manner.
- Follow health, safety and sanitation guidelines for all products.
- Demonstrate Starbucks’ “Just Say Yes” behavior when taking care of customers’ needs.
- Follow cash handling and register procedures.

### Supportive Functions

- Follow standards for merchandizing, stocking, rotating and storing all products.
- Maintain clean and organized work area.
- Perform equipment maintenance in accordance with preventive maintenance checklist.
- Follow inventory stocking and recording guidelines.
- Other duties, as assigned by a Lead or Store Manager.

Required Knowledge, Skills, and Job Qualifications

- Proven job reliability, diligence, dedication and attention to detail.

Education and Formal Training

High school diploma or GED preferred

Minimum Physical Requirements

Frequency Key: Rare – up to one hour, Occasional 1-3 hours, Frequent 3-6 hours, Constant 6-8 hours

<u>Physical Activity</u>	<u>Frequency</u>	<u>Physical Activity</u>	<u>Frequency</u>
Sitting	Rare	Near vision	Constant
Standing/Walking	Constant	Far vision	Occasional
Climbing stairs	Rare	Hearing	Constant
Crouching/Bending/ Stooping	Frequent	Talking	Constant
Reaching	Frequent	Smell	Rare
Grasping	Frequent	Lifting/Carrying (#lbs)	Occasional – up to 20 lbs.
Pushing/Pulling	Occasional	Traveling	Rare

This may not be an all-inclusive list of the necessary physical requirements to perform this job.

These are basic requirements of the job. If you feel at any time you may need accommodation, please contact your supervisor.

This job description is a summary of the typical duties for a person in your job classification and position and is not to be construed as a contract of employment. All employees are considered employees at will. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_