



## **BARISTA JOB DESCRIPTION**

As the primary point of contact between MOSAIC COFFEE Co. and our customers, baristas work to create and maintain a vibrant, customer-focused environment by providing excellent service, appropriately communicating MOSAIC COFFEE Co.'s mission and values, preparing quality beverages, and maintaining the order and cleanliness of the store.

### **Principal Responsibilities:**

- Delivers excellent customer service through communication, positive attitude, and connecting with customers. Is knowledgeable about our offerings and store promotions.
- Stays informed about coffee and food offerings and provides quality drip and espresso beverages to specified standards.
- Maintains workplace cleanliness throughout shift. Follows all health and safety standards.
- Contributes to a positive store atmosphere by remaining calm during periods of high stress and communicating any potential problems to the manager on duty. Acts in accordance with MOSAIC COFFEE Co. values and culture and strives to promote these values within the team and to customers.
- Always be ready and willing to share our story and the organizations that we are supporting.
- Maintains proper attendance and punctuality as well as communicating during scheduling.
- Follows MOSAIC COFFEE Co.'s operating and cash handling procedures.
- Follows MOSAIC COFFEE Co.'s Employee Handbook and Dress Code.
- Willing to interact with customers and create relational experiences with customers.
- Follows instructions from Shift Leaders and is self-motivated.
- Has an inquisitive mind and is willing to learn and share experience with team members.