



CAFE BARISTA

Job Description/ Summary

We are looking for a fellow coffee lover to join our barista team and live out and demonstrate our organizations vision "Empowering The Next Generation To Boldly Impact Their Community" to all our guests that enter into The Student Union.

The barista is responsible for serving all TSU products with friendly, individualized attention towards each customer, as well as creating a comfortable atmosphere for guests with a desire to serve. He/she is also responsible for educating customers about our premium coffees and teas. He/she may be asked to help with additional jobs, such as social media, event planning, and community service projects. The barista fulfills all their duties in keeping with the intentional culture of The Student Union.

Responsibilities

- Take orders while paying attention to details (e.g. preferences of coffee blend, dairy and sugar ratios)
- Prepare beverages following recipes
- Serve beverages and prepared food, like cookies, muffins and other bakery, and pizza
- Receive and process payments (cash, gift and credit cards)
- Keep the bar area clean
- Maintain stock of clean mugs and plates
- Check if brewing equipment operates properly and report any maintenance need
- Comply with health and safety regulations
- Communicate customer feedback to managers and recommend new menu items
- Flexibility to work various shifts
- Restock items when necessary
- Routinely cleans the bar area, floor, windows, bathrooms, takes out trash, etc.



OUR PRINCIPLES

- **Demonstrate, through our actions, God's love and our faith in Jesus Christ.**
- **Develop students in the areas of academics, career readiness, leadership, volunteerism, and artistic expression.**
- **Promote confidence in one's ability to positively impact others.**
- **Support communities and local businesses through thoughtful partnerships.**



Service

- Greets all customers with friendly, efficient and personalized service and develops a rapport with customers by learning their names, favorite drinks and food items.
- Verbally receives and calls back customer orders in a friendly manner.
- Reports all customer feedback to Executive Leadership and Cafe Manager(s).
- Responds proactively to prevent customer service situations.
- Accurately rings sales orders into cash register and counts back change to customers in a courteous and friendly manner.
- Answers telephone in a courteous and friendly manner and takes down information for events and tutoring.
- Answers customer questions regarding products and TSU.
- Reports all employee accidents to the Executive Leadership and Cafe Manager(s).

Requirements, Qualifications & Physical Demands

- Friendly, servant-hearted demeanor
- Ability to gauge customers' preferences
- Excellent communication skills
- May work special events as needed
- Maintains positive morale and professional attitude
- Basic math skills
- Well-organized and detail-oriented
- Regularly required to stand for long intervals
- Frequently required to use and reach with hands and arms to handle boxes and café operation
- Able to lift and/or move items up to 30 pounds
- Interest in growing community service opportunities and student-to-student engagement
- Regularly required to handle food and hot beverages

Next Steps

- Provide a resume and cover letter explaining why you have an interest in this position
- Include at least three references from people who have first-hand knowledge of your passion and experience
- Please send the above information in PDF format to info@thestudentu.org with the subject line "[First, Last Name] - Barista Position"

If your initial information is reviewed and we believe you are a qualified candidate, you will be contacted with your next steps. We encourage you to pray about joining us. We are praying for the right person to join in serving Christ alongside of us!