



JOB TITLE: BEVERAGE BAR STAFF

REPORTS TO: BEVERAGE BAR LEADS, DELI MANAGER/SUPERVISORS

Revision Date: 11/2021

JOB FUNCTION: To provide prompt, friendly, courteous customer service by answering questions, preparing customer requests, keeping the area clean and stocked, and ringing up orders on the register.

DUTIES AND RESPONSIBILITIES:

CUSTOMER SERVICE

- Serve customers in a prompt, respectful, friendly and courteous manner to offer the highest quality shopping experience.
- Offer samples and suggestions for purchases.
- Listen to the needs of our customers regarding orders, dietary restrictions and intolerances and respond with appropriate urgency.
- Maintain attractive displays of Beverage Bar items throughout the shift by providing demos.
- Be knowledgeable about our beverage products and add-ons – ingredients, sources, benefits, taste, etc.
- Answer phone calls with a prompt and courteous manner.

BEVERAGE PREPARATION & REGISTER OPERATION

- Make all coffee drinks, teas, smoothies, and other offerings according to Lakewinds recipes and to customer's satisfaction.
- Use register to correctly ring up beverages and other store items for customers using flip chart, scanner, PLUs, scale, manual entry, and other appropriate register functions.
- Include all instructions, special requests and add-ons when ringing each order.
- Take all accepted forms of payment, count cash, make appropriate change.
- Tape printed tickets to appropriate cups for clear communication with baristas preparing the drinks, and also so customers take the correct drinks from pickup counter.

CLEANING AND SANITATION

- Empty trash and recycling containers, clean up the coolers and fridges, make sure counters and floors are always clean.
- Maintain food prep areas in clean, orderly condition throughout the shift, meeting all applicable regulatory health and safety standards.
- Maintain regular and accurate temperature logs; follow proper storage and labeling procedures.
- Follow rigorous health and safety standards regarding food-safety and work-safety. Use equipment correctly, and report any injuries or needed repairs to supervisor.

COMMUNICATION

- Effectively communicate with deli and beverage bar staff regarding procedures, recipes, and other information helpful in informing a productive and successful beverage bar.
- Notify Manager/Supervisor, or Lead of schedule needs and requests off within the established time frame.
- Communicate ingredient and supply needs to Manager, Supervisor or Lead.

- Attend huddles, department meetings and store meetings as set by management.

OTHER

- Perform other job-related tasks as assigned by Manager, Supervisor or Lead.
- Abide by dress code established for Beverage Bar staff.
- Participate in inventory as requested by Manager/Supervisor/Lead.
- Display willingness to work as a team while respecting co-workers and holding each other accountable.

SAFETY

- Emphasize safety and safe body mechanics in a fast-paced department; participate in ongoing training.
- Be proactive in reducing work-related injuries; recognize and solve potentially hazardous situations, and/or bring to the attention of the Department Manager.

QUALIFICATIONS

- Established experience in a coffee, food service, or customer service background
- Knowledge of coffee, tea, and natural foods
- Ability and willingness to adhere absolutely to special dietary requirements and take necessary precautions
- Skills required to work well with others in a busy, crowded kitchen and retail environment

ESSENTIAL PHYSICAL REQUIREMENTS:

- Ability to freely access all areas of the store including kitchen, offices, selling floor, stock areas, walk-in coolers and freezers
- Ability to move, lift or handle merchandise throughout the store, generally weighing up to 50 pounds, for up to 8 hours per day
- Ability to communicate effectively with suppliers, coworkers and customers
- Ability to read, write and do basic math skills accurately to complete necessary documentation
- Ability to work varied hours and days.
- Ability to stand, bend, stoop, reach, squat and walk for up to 8 hours per day
- Ability to work in various cold and hot temperatures, high humidity environment for extended periods of time
- Ability to operate equipment such as: rotisserie, Robot Coupe, food processor, bread slicer, shrink wrap machine, streamer, manual and/or electric scales, recalibrate and read thermometers, wood burning oven, convection oven, stove, knives and commercial dishwasher.

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.