



## *Barista & Café Associate*

*Life's Patina Mercantile & Café is looking for a Barista/Café Associate. If you love specialty coffee, food, and hospitality, please read the information below to see if you would be a good fit.*

### POSITION OVERVIEW

To be successful in this role, you must be kind, honest, and hard-working and excited about Life's Patina's mission (see below for the mission statement). Barista/Café Associate responsibilities include taking orders, preparing food, making drinks, engaging with customers, opening and closing the cafe, doing dishes, and helping keep the facility clean and stocked. The Barista/Café Associate should be flexible to work various shifts throughout the weekly schedule. The Barista/Café Associate is instrumental in building customer relationships and fostering a positive and friendly café environment. All team members are expected to support the Mission Vision, and Values and follow the rules in the Employee Handbook.

*This position's compensation includes hourly wages and tips.*

### RESPONSIBILITIES



- Helps brew weekly stocks of cold brew, iced tea, house made syrups, and any other items needed for drink offerings (as directed by the Lead Barista or Manager).
- Helps monitor inventory to maintain stock levels and does daily restocking of products.
- Participates in all sales promotions effectively and efficiently.
- Safely handles all hot and cold drinks during drink preparation.
- Maintains the highest quality, consistent product standards.
- Follows all company drink recipes and procedures.



## *Barista & Cafe Associate*

### SERVICE & HOSPITALITY



- Greets all customers with fast, friendly, personalized service and develops a rapport with our customers by learning their names, favorite drinks, and food items.
- Provides superior service to all customers and maintains a respectful and calm attitude in busy and stressful times.
- Sells and serves baked goods, sandwiches, toasts, and miscellaneous food items to customers in a courteous and friendly manner.
- Routinely does dishes and cleans the cafe area, floor, windows and grinders, and takes out trash.
- Opens and closes the cafe according to standards of protocol.
- Responds proactively to prevent customer service situations.
- Reports all customer complaints to Manager/Life's Patina leadership.
- Answers telephone in a courteous and friendly manner including, but not limited to, giving store greeting, directions to store location, and receiving and filling customer orders.
- Reports potential safety hazards to the manager on duty.
- Reports all employee accidents to the manager on duty.
- Informs the manager on duty of any operational inconsistencies.



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### REQUIREMENTS, QUALIFICATIONS & PHYSICAL DEMANDS



- Honesty and kindness over everything.
- Must be able to work around peak hours, early mornings, weekends, holidays, and occasionally special events/overtime as needed.
- Maintain positive morale and confidentiality.
- Minimum high school diploma or equivalent.
- Regularly required to stand, walk, talk and hear.
- Frequently required to use hand to finger motions, handle or feel objects, and reach with hands and arms.
- Regularly required to lift and/or move items up to 30 pounds.
- Vision requirements: close vision, distance vision, and ability to adjust and focus.
- Regularly required to handle food and hot beverages.
- Experience in retail or food establishments preferred.
- Register and cash handling experience preferred.

### LIFE'S PATINA MERCANTILE & CAFE MISSION STATEMENT:

*Life's Patina Mercantile & Café is a celebration of the seasons and all that is held within. We revel in the sights, sounds and tastes that each season gifts us.*

*Honoring and building upon them, we strive to create a unique environment where your senses are awakened by the visuals of each restored room, the taste of the house made "food as art," and the sweet sound of conversation and music.*

*In this increasingly touchscreen world, we honor the art of conversation and the importance of one's story. Our touchpoint is positive human interaction. Our wish is for everyone who enters through our doors to walk out feeling a little brighter, lighter and hopeful by what they experienced in our Mercantile & Café. And you are all a part of that experience!*