



Lead Barista & Café Associate

Life's Patina Mercantile & Café is looking for a Lead 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, the Lead Barista must be kind, honest, and hard-working and excited about Life's Patina's mission (see below for the mission statement). The Lead Barista will have excellent coffee knowledge, good latte art game, knowledge of brewing methods and specialty drinks, superior customer service and hospitality skills, and be motivated to keep the store clean and presentable. Lead Barista responsibilities include creating seasonal and special drinks, training the barista team, educating customers on our menu, making recommendations based on the customer's preferences, taking orders, opening and closing the cafe, maintaining inventory, doing dishes, and keeping the facility clean and stocked. The Lead Barista should be flexible to work various shifts throughout the weekly schedule.

The Lead Barista is instrumental in building customer relationships and fostering a positive and friendly café environment. The Lead Barista fulfills any other duties the Manager assigns and professionally represents Life's Patina Mercantile & Café. 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



- Continues to develop Life's Patina's coffee culture and offerings through staying educated on industry standards and new trends and developments.
- Continues to learn and be educated on whole bean knowledge, coffee blends, tea products, bakery items, coffee brewing, and blended products.
- Brews weekly stocks of cold brew, iced tea, house made syrups, and any other items needed for drink offerings.
- Monitors all barista-related inventory and places weekly orders to maintain stock levels.
- Ensures that the espresso machine, coffee grinders, coffee urns, and all coffee-related equipment are being cleaned and maintained to a high standard.



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RESPONSIBILITIES (CONT'D)



- Manages daily restocking process for barista items and maintains a clean and organized storage room following the principles of first in, first out to maintain freshness and quality of product.
- Comes up with ideas for special drinks to present to leadership, tests and creates such drinks, monitors ingredients needed, prices drinks, writes down directions and trains team on how to make, and communicates with cafe team about promotion thereof.
- 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.

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.
- Answers customer questions regarding coffee blends, preparation, and product freshness.
- Sells and serves baked goods, sandwiches, toasts, and miscellaneous food items to customers in a courteous and friendly manner.
- Reports all customer complaints to Manager/Life's Patina leadership.
- Responds proactively to prevent customer service situations.
- 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.
- Routinely does dishes and cleans the cafe area, floor, windows and grinders, and takes out trash.



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SERVICE & HOSPITALITY (CONT'D)



- Opens and closes the cafe and helps train others on how to do so.
- 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.

REQUIREMENTS, QUALIFICATIONS & PHYSICAL DEMANDS



- Honesty and kindness over everything.
- Ability to lead, communicate, and train fellow team members at Life's Patina.
- Must have demonstrated knowledge of espresso, brew methods, coffee process, tea knowledge, and good latte art skills.
- Run errands, when needed.
- Must be able to work around peak hours, early mornings, weekends, holidays, and occasionally special events/overtime as needed.
- Maintain positive morale and confidentiality.
- Experience in retail or food establishments preferred.
- Excellent verbal and written skills.
- Well-organized and detail-oriented.
- Register and cash handling experience.
- 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.



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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!