**The Highfield Group**  
Job Description

Highfield Coffee Social Barista

**Document Control**

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We’re currently on the hunt for a full-time barista to become a cherished member of the Highfield Coffee Social family!

At Highfield Coffee Social, it’s all about great food and great vibes. Our team embodies a warm and supportive community, which we strive to extend out to all our customers. We’re seeking someone who not only possesses a genuine passion for brewing and serving coffee but also brings the unique perspective of working closely within a fun and friendly team.

This is an extraordinary opportunity to be a part of our new venture. While previous experience as a barista is advantageous, what matters most to us is your enthusiasm to learn and to contribute. We highly value collaboration and teamwork, so your ability to seamlessly integrate into our family-like dynamic is essential. As we believe that a positive demeanour enhances every aspect of our workspace, we encourage you to bring your sunny disposition to work every day!

Our coffee shop’s menu is not only packed with healthy and awesome food, but it also offers a range of brilliant beverages. From the classic coffees such as lattes, cappuccinos and espressos to seasonal drinks to super smoothies, we’ve got it all. We need your passion for great coffee and enthusiasm for excellent customer service to make this menu come to life!

With a significant number of our team members having been dedicated to Highfield for over a decade, we take immense pride in the familial environment we’ve cultivated. Our work setting encourages open communication, teamwork and a strong sense of belonging. Your ideas are not only valued but encouraged, creating an atmosphere where every voice matters.

Embracing the principle that work should be enjoyable, we’ve woven elements of fun into the fabric of our culture. Highfield Coffee Social is more than just a workplace – it’s a space where your colleagues become friends and your tasks become enjoyable challenges.

If that wasn’t enough, you’ll also be entitled to a fantastic range of perks. Our premises boast an on-site gym to keep you energised, on-site showers and convenient parking options. Plus, you can enjoy the pleasure of sipping freshly brewed Darkwood’s coffee during your shift and have the privilege of trying our delectable offerings at a discounted rate.

# JOB DESCRIPTION

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| Job Title | Highfield Coffee Social Barista |
| Responsible to | Highfield Coffee Social Manager |
| Responsible for | To skilfully craft and serve coffee and other beverages to customers while providing excellent customer service. |

# MAIN RESPONSIBILITIES

# Preparing and serving coffee and other beverages, including espresso, lattes, cappuccinos and teas

# Grinding coffee beans, measuring ingredients and using espresso machines or other brewing equipment

# Greeting customers, taking orders and providing recommendations on coffee selections

# Operating the cash register and processing transactions accurately

# Maintaining cleanliness and organisation of the coffee shop, including the coffee station and dining area

# Cleaning and maintaining coffee-making equipment to ensure it operates effectively

# Restocking supplies, such as coffee beans, milk, syrups and cups

# Interacting with customers, addressing inquiries and resolving any issues or complaints

# Collaborating with other team members to ensure smooth operations and efficient service

# Learning and adapting to new coffee trends and techniques to enhance the coffee shop's offerings

1. **KEY COMPETENCIES**
   1. Coffee preparation: The ability to brew various coffee beverages using different methods. Knowledge of the proper coffee-to-water ratio, grind size and brewing time.
   2. Espresso machine operation: Proficiency in using and maintaining espresso machines, adjusting grind settings, extracting espresso shots and steaming milk for various espresso-based drinks.
   3. Customer service: Excellent interpersonal skills, the ability to engage with customers, take orders with patience and provide personalised recommendations based on their preferences.
   4. Menu knowledge: Thorough knowledge of the coffee shop's menu, including all beverages, ingredients and special offerings. Being able to answer customer queries and make suggestions based on their tastes.
   5. Time management: Working in a fast-paced environment, baristas need to manage their time efficiently to handle multiple orders while maintaining quality and accuracy.
   6. Attention to detail: Precision is crucial in coffee preparation. Baristas must pay attention to every detail, from measuring ingredients to ensuring beverages are visually appealing.
   7. Hygiene and food safety: Adhering to strict hygiene and safety standards to maintain a clean workspace, handle food and beverages properly, and follow health regulations.
   8. Cash handling: Proficiency in processing transactions, handling cash and using the point-of-sale (POS) system accurately.
   9. Latte art: While not essential, the ability to create latte art can enhance the presentation of drinks and leave a positive impression on customers.
   10. Adaptability: The coffee shop environment can be unpredictable, so being adaptable and maintaining composure during busy or challenging situations is vital.
   11. Teamwork: Collaborating with colleagues to ensure smooth operations and providing support to other team members when needed.
   12. Communication: Clear and effective communication with customers and co-workers is essential for a successful and harmonious work environment.
   13. Multitasking: Being able to handle various tasks simultaneously, such as taking orders, preparing drinks and cleaning, without compromising quality.
   14. Problem-solving: Identifying and resolving customer complaints or issues effectively and finding solutions to unexpected challenges that may arise during the shift.
   15. Barista training: Willingness to learn and attend training sessions to improve coffee-making skills, stay updated on new trends and maintain consistent quality.