



**KALDI'S COFFEE**  
ROASTING CO.

*est. 1994*

3983 GRATIOT  
ST. LOUIS, MO 63110  
KALDISCOFFEE.COM  
314.727.9991

## **Team Member**

### **Team Member Description**

- Reports To: Retail Store General Manager
- Position Type: Hourly Employee

### **Position Summary:**

- Provide great service by delivering a great experience to our guests in terms of service, atmosphere, and quality. This includes friendly and informative guest interactions and a strong sense of urgency to provide a clean environment and high quality food and beverages.

### **Duties & Responsibilities:**

- Provide a friendly atmosphere at all times by greeting each guest as they walk in the door and continuing a positive interaction until they leave.
- POS proficiency to ensure speed of service and accurate transactions that meet company standards.
- Educate the guests as they ask questions to ensure that they understand why we are different and what we have to offer. Keep all items stocked and available for guests to purchase or that are necessary for a great experience. This includes merchandise, drip coffee, condiments, small wares, and anything else they may require.
- Maintain high standards of cleanliness throughout the café at all times ensuring that tables, floors, windows, and doors are clean and meet the company's expectations.
- Achieve apprentice and certified barista status through proper training and testing.
- As an apprentice or certified barista, it is essential to provide quality drinks to our guests with a sense of urgency.
- As a certified barista, ensuring drink quality consistently meets Kaldi's standards at all times.
- Drink preparation, bar back responsibilities, latte art, sampling, and coffee education as a certified barista. Maintain bar cleanliness standards at all times.
- Any additional duties assigned to you by the MOD or other supervisor.
- Maintain high standards of kitchen cleanliness at all times including prep areas, dish areas, equipment, freezers/coolers, and all ceilings, walls, and floors.
- Consistency through the accurate use of company tools such as; portioning tools, par sheets, order guides, waste logs, and recipe books.
- Meet all standards for food safety set by Kaldi's and local public health regulations including vaccinations.
- Ensure necessary items are properly rotated and stocked for or available to the guest to provide an excellent overall experience. This includes properly prepared pre-made items, proper order quantities to fulfill daily guest requests, smallwares, and condiments.
- Any additional duties assigned to you by the MOD or other supervisor.

**Education and/or Experience Requirements:**

- High School Diploma or General Education Degree (GED) preferred.

**Qualifications:**

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Excellent interpersonal and customer service skills. Ability to work in a fast paced environment with a positive attitude.
- Flexible and able to work in other work centers as needed.
- Excellent at multi-tasking and prioritization. Ability to make basic guest service and business decisions.
- Ability to continue to learn and grow by setting personal goals.