



# HEAD BARISTA

We are looking for someone who...

- Has at least one year of barista experience and two in customer service
- is passionate about delivering the very best product quality and customer experience
- Can showcase individual skills while contributing to the effort of the whole team
- Can multitask and work calmly and effectively under pressure
- Is a good natural communicator who can train, develop and support junior barista staff Is dependable and committed to updating and maintaining professional knowledge

## KEY ROLES AND RESPONSIBILITIES:

### Our people

#### What brilliant looks like

Help to develop a high performing barista/counter team, ensuring staff understand their responsibilities and providing them with supervision, training and support, offering continued on the job coaching and feedback

Cultivate a professional, friendly, efficient work environment, Lead regular barista meetings

Identify and nurture talent within the Barista team support with people succession across the wider business

#### We measure success through

- Team turnover
- Appraisals
- People picture | succession plan
- Engagement surveys
- Weekly finance business review (flash) + I2I's
- Training compliance



## Our customers

### What brilliant looks like

Welcome and interact with customers, finding their preferences and using detailed knowledge to gently recommend coffee and other beverages they will enjoy.

Coordinate the preparation of all orders from the coffee counter, enabling waiting staff to serve freshly made food and beverages promptly.

### We measure success through

- Low complaints
- Social media reviews
- Customer feedback
- Online reviews

Prepare a wide variety of coffees, teas, and other drinks of the highest standard, following prescribed recipes and presentation techniques to ensure consistent quality.

Be prepared at quieter times to cover all aspects of the front counter role, including serving counter food, operating the till, waiting, and clearing tables.

You deal effectively with customer feedback, using this as an opportunity to improve individual and team performance, as well as operational best practice.

You use the insight from our customers feedback to maximise our customer experience.

## Our products

### What brilliant looks like

You have an in depth understanding and passion for the high-end coffee world, with practical know how around an espresso machine & instil this in your team.

You share your learnings from the Head Barista Milk Shed Coffee Roasters programme with the whole shop team. Ensuring you regularly keep them up to date with any new product lines ensuring and fully train the team on all products and any new coffee launches.

You have in depth product knowledge following the specs of our all our products and instilling this in the team.



## We measure success through

- Customer feedback
- Compliance audits
- GP control
- Wastage controls

## Our money

### What brilliant looks like

Maximise revenue by increasing sales, spend and conversion while minimising costs in ways that do not have negative impacts on quality or service including retail and visual display opportunities.

Keep equipment working by following operating instructions, carrying out preventive maintenance, and troubleshooting breakdowns to the Milk shed as soon as they happen.

Maintain a safe, hygienic, and presentable work environment, following approved operating procedures, food safety guidelines and health and safety regulations.

Take full charge of all coffee ordering for retail and wholesale whilst minimising wastage and controlling costs.

Occasional managerial duties will be required this includes: cash ups, opening and closing of the shop, ordering and covering managers holiday.

Be "on-call" with the responsibility to respond to problems or fill-in when needed.

### We measure success through

- P&L review
- Weekly finance business reviews (flash)
- Cash handling forms

## Our places

### What brilliant looks like

You ensure your shop is always a place that is welcoming and inviting to our customers + our teams.

You make sure all Flour Pot food safety and health and safety standards are met at all times.

You create a great ambience within your shop, appropriate to the time of day and week.