



BARISTA POSITION DESCRIPTION

Summary:

The Coffee Bean & Tea Leaf (CBTL) is a fast growing specialty retailer with 700+ retail locations including company-owned and franchised operations. Additionally, CBTL has operations in grocery, office coffee service, supply and e-commerce.

CBTL, born and brewed in southern California in 1963, is the oldest family owned specialty retail coffee company in the country.

With a unique roasting process treating each bean differently depending on origin, creating the tea latte and being the first to introduce the Original Ice Blended coffee drink to the world, CBTL is known for innovation as well as a “cool” place to hang whether it be by the fire pit, street side on the patio or just people watching from inside the store.

Position:

The Barista is responsible for serving all products with friendly, individualized attention towards each customer. He or she is also responsible for educating customers about our premium coffees and teas. The Barista will fulfill any other duties the Store Manager, Assistant Manager or Shift Supervisor assigns and will represent The Coffee Bean & Tea Leaf in a professional manner.

The Barista/Bar Associate is responsible for maintaining the key business areas listed:

Sales/Customer Service

- Sells and serves products to customers in a courteous and friendly manner.
- Participates in all sales promotions effectively and efficiently.
- Safely handles all hot and cold drinks during drink preparation.
- Verbally receives and calls back customer orders in a friendly manner.
- Reports all customer complaints to manager on duty.
- Responds pro-actively to prevent customer service situations.
- Accurately rings sales orders into cash register and counts back change to customers in a courteous and friendly manner.
- Answers telephone in a courteous and friendly manner including but not limited to giving store greeting, directions to store location, receiving and filling customer orders.
- Answers customer questions regarding coffee blends, preparation, etc., in a courteous and friendly manner.
- Weighs, grinds and packs coffee per customers' orders according to company guidelines.
- Sells and serves baked goods and miscellaneous food items to customers.
- Maintains efficient, friendly service standards.

Store Operations

- Restocks shelves when necessary.
- Routinely cleans the bar area, floor, windows and grinders, take out trash, etc.
- Assists in the distribution of weekly shipments.



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- 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.

Employee Development

- Perpetuates company philosophy and culture.
- Maintains a high level of motivation to ensure quality and consistent product.

Product Knowledge

- Ensures that all customers are educated on our products and services.
- Maintains the highest quality, consistent product standards.
- Follows all company drink recipes and procedures.
- Passes monthly re-certifications, in a timely manner.

Visual Presentation

- Assists in maintaining a clean, well-merchandised store.
- Assists in following visual presentation plans and standards.

Requirements

- Able to train new baristas.
- Runs errands, when needed.
- Works special events, as needed.
- Maintains positive company morale.

Physical Demands

- Regularly required to stand, walk, talk and hear.
- Frequently required to use hand to finger motions, handle or feel objects, reach with hands and arms.
- Regularly required to lift and / or move items up to 25 pounds.
- Vision requirements: Close vision, distance vision and ability to adjust and focus.
- Regularly required to handle food and hot beverages.

Qualifications:

- Experience in retail / specialty store or food establishment preferred.
- Excellent verbal and written skills.
- Well organized and detail oriented.
- Register and cash handling experience.
- Minimum high school diploma or equivalent

International Coffee & Tea, LLC dba The Coffee Bean & Tea Leaf (CBTL) is fully committed to Equal Employment Opportunity and to attracting, retaining, developing and promoting the most qualified employees without regard to their race, gender, color, religion, sexual orientation, national origin, age, physical or mental disability, citizenship status, veteran status, or any other status protected by state or federal law. CBTL expressly prohibits any form of employee harassment or discrimination on the basis of any such protected status.



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CBTL provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. This policy was intended to comply, and CBTL so complies, with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. We are dedicated to providing a work environment free from discrimination and harassment, and where employees are treated with respect and dignity.