

Description – Employee

The Team Member will greet customers, answer their questions, take orders and accept payments, and prepare and serve food and drinks. You will also maintain a clean and well-stocked workspace and dining area, update displays, and continuously expand your knowledge of food and beverage quality controls, preparation methods, and presentation.

To succeed as a team member (all team members act as both both barista and cashier), you should be committed to providing customers with excellent service. You should be positive, friendly, knowledgeable, and polite.

Responsibilities:

- Welcoming customers, informing them about specials or new items, answering questions, and accepting orders and payments.
- Preparing and organizing foods, such as yogurt parfaits and bakery, and brewing coffee and tea, and serving items to customers.
- Preparing beverages, including but not limited to espresso bar drinks, blended drinks, and more.
- Selling coffee and tea blends and merchandise
- Cleaning and restocking work/dining areas, emptying trash, and sanitizing equipment and utensils.
- Learning about brewing methods, beverage blends, food preparation, and presentation techniques to improve food quality.
- Updating signage and displays to attract customers.
- Taking inventory and stocking items in cases, at tables, or behind the counter.
- Working in part of a fun, high-energy team.
- Adhering to all food safety regulations and quality controls.

Requirements:

- Willingness to learn and continue learning about food and beverage preparation.
- Exceptional listening and communication skills.
- Ability to walk, bend, and stand for long hours.
- Ability to lift and carry moderate amount of weight.
- Ability to grip objects with hands.
- Availability to work around peak hours, including nights, early mornings, weekends, and holidays.
- A polite, engaging personality.
- Commitment to customer satisfaction and service excellence.

- Willingness to work as part of a high-energy, efficient team in a fast-paced environment.

Birch & Banyan Coffee is a smoke, drug, and tobacco free facility.