

# TOVA COFFEEHOUSE

## BARISTA JOB DESCRIPTION

As the primary point of contact between TOVA Coffeehouse and our customers, baristas work to create and maintain a vibrant, customer-focused environment by providing excellent service, appropriately communicating TOVA's mission and values, preparing quality beverages, and maintaining the order and cleanliness of the store.

### **Principal Responsibilities:**

- Delivers excellent customer service through communication, positive attitude, and connecting with customers. Is knowledgeable about our offerings and store promotions.
- Stays informed about coffee and food offerings and provides quality drip and espresso beverages to specified standards.
- Maintains workplace cleanliness throughout shift. Follows all health and safety standards.
- Contributes to a positive store atmosphere by maintaining calm during periods of high stress and communicating any potential problems to the manager on duty. Acts in accordance with TOVA values and culture and strives to promote these values within the team and to customers.
- Always be ready and willing to share our story and those organizations that we are supporting
- Maintains proper attendance and punctuality.
- Follows TOVA's operating and cash handling procedures.