Position Title: Bold Barista

Responsible to: Manager of Social Enterprise

Location: Strong, Smart, & Bold Beans, 1401 Zuni St., Denver, Colorado 80204

*The mission of Girls Incorporated of Metro Denver is to meet the needs of girls and young women in the community; to help them develop their capacity to be self-sufficient responsible citizens; to serve as a vigorous advocate, focusing attention on their special needs; and to inspire all girls to be **STRONG, SMART and BOLD.***

Purpose: The Bold Barista will run a cash register, handle money, sell and create coffee and espresso based drinks behind the counter at Strong, Smart & Bold Beans.

Job Summary:

Strong, Smart, and Bold Beans is a social enterprise coffee shop of Girls Inc. of Metro Denver. We are dedicated to helping girls and young women excel in their careers through providing meaningful and impactful employment in our not-for-profit cafe. By joining our team, not only will you receive the opportunity to get hand-on job experience, but you will also be a part of our Strong, Smart and Bold Training Program which will give you knowledge and skills in business management and entrepreneurship. Our goal is that in only after 2 years of working for Bold Beans that you will have the basis for a strong and meaningful career in the business world.

As a Bold Barista, you will also be expected to have excellent product knowledge, a thorough understanding of espresso extraction and drink building techniques, and an ability to work with confidence and professionalism while exhibiting superior customer service skills. You will have the ability to engage with customers while not losing focus on your drink preparation. You will take pride in delivering a quality experience to every customer. You must be open-minded to learn new skills and form new habits. You must be dependable, assist with training staff, attend skill building classes to continuously enhance your own skill set, and assist with other routine business functions.

Service:

- Acts with integrity, honesty and knowledge that promote the culture, values and mission of Girls Incorporated and Bold Beans.
- Greets all customers with fast, friendly, personalized service and develops a rapport with customers by learning their names, favorite drinks and food items.
- Verbally receives and calls back customer orders in a friendly manner.
- Reports all customer complaints to manager on duty.
- Responds proactively 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 customer questions regarding coffee blends, preparation, and product freshness.
- Sells and serves baked goods and miscellaneous food items to customers.

Product:

- Ensures customers are educated on our products and services.
- Maintains the highest quality, consistent product standards.
- Follows all Company drink recipes and procedures.
- Develops an understanding of coffee and tea regions and the various differences in flavor and blends.
- Begins to educate themselves on the various types of coffee, tea products, blends and roasts.

Environment:

- Restocks shelves when necessary.
- Anticipates customer and cart needs by constantly evaluating environment and customers for cues.
- Routinely cleans the bar area, equipment, grinders, and takes out trash, etc.
- 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 issues.

Requirements, Qualifications and Physical Demands:

- Maintain regular and consistent attendance and punctuality.
- Work special events, as needed.
- Well-organized and detail-oriented.
- Frequent, continual, intermittent flexing or rotation of the wrist(s) and spine.
- Constant reaching, turning, and performing precision work around the bar area.
- Regularly required to handle food and hot beverages.
- Constant receiving detailed information through oral communication. Constant standing and walking Occasional stooping, kneeling.
- Occasional pushing, pulling, lifting or carrying up to 40 lbs.
- Regular computer/POS register and coffee bar equipment usage.
- Follows and maintains health, safety and sanitation guidelines for all products.

Required Knowledge, Skills & Abilities:

- Ability to learn quickly
- Ability to understand and carry out oral and written instructions and request clarification when needed Strong interpersonal skills
- Ability to work as part of a team
- Ability to build relationships

Education and work experience:

- Must be 16 years of age or older
- Must have and maintain a 3.0 or higher GPA if in High School

Position Status: Part-time temporary, non-exempt hourly position

Compensation: $13.00 per hour plus tips

Equal Opportunity Employer

Girls Incorporated of Metro Denver and Strong Smart, & Bold Beans is committed to diversity in principle and practice, both in the community at large and within the organization. We are, therefore, committed to having our internal operations and employment practices administered on a non-discriminating basis inclusive of, but not limited to, race, religion, color, socio-economic status, gender, age, sexual orientation, gender expression, military or veteran status, physical or mental disability, marital status, or national origin.