



## **GRAFFITI COFFEE**

**51000 HWY 371, Bld. A**

**Aguanga, CA 92536**

**Right next to Lake Riverside Estates**

*Email: [manager@graffiticoffee.com](mailto:manager@graffiticoffee.com)*

*Pick up and Submit paper application @ Phil's Barbershop*

*Contact Sarah or Elizabeth at (951) 760-6642*

**Position Title:** Barista  
**Salary:** \$10.50/hour, Part-time  
**Responsible to:** Graffiti Coffee Management

### **Job Summary:**

Graffiti coffee is a newly established company and aims to provide an exciting and fun atmosphere to work in. We ONLY hire Individuals with great attitudes and who genuinely care about people and then we train the barista skills.. We are committed to the personal growth and development of our employees as well as the communities in which we are a part of. The barista is responsible for serving all products with friendly, individualized attention towards each customer. He/she is also responsible for educating customers about our premium coffees and teas. The barista fulfills any other duties the lead barista or management assigns and represents.

### **Product:**

- Provides excellent customer service 100% of the time with a lively attitude
- 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.
- 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.
- Proficiently prepares blended and cold drinks provided by the shop.

### **Service:**

- 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 telephone in a courteous and friendly manner including, but not limited to, giving store greeting, directions to store location, and receiving and filling customer orders.**
- **Answers customer questions regarding coffee blends, preparation, and product freshness.**
- **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 in upbeat manner.**

### **Environment:**

- **Maintains professionalism with other employees but also keeps a fun and energetic employee environment.**
- **Restocks shelves when necessary.**
- **Routinely cleans the bar area, floor, windows and grinders, and takes out trash, etc.**
- **Assists in the distribution of weekly shipments.**
- **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.**

### **Requirements, Qualifications & Physical Demands:**

- **Must obtain a California food handling certification (employee responsibility)**
- **Entry level position.**
- **May work special events, as needed.**
- **Maintains positive Company morale and professional attitude.**
- **Must be able to work overtime, as needed.**
- **Excellent verbal and written skills.**
- **Well-organized and detail-oriented.**
- **Regularly required to stand, walk, talk and hear.**
- **Regularly required to lift and/or move items up to 30 pounds.**
- **Regularly required to handle food and hot beverages.**