



POSITION DESCRIPTION

BARISTA

Classification: Part Time – Non-Exempt

Ministry Area: Operations

Campus: Bush Lake

A. WESTWOOD'S VISION

We demonstrate God's love in creative and compelling ways that lead people to know God, worship Him authentically, connect relationally, grow spiritually and serve joyfully.

We are a community with open hands, receiving from God all He wants to give, believing that He wants to give us a lot. And with open hands we give it away, believing we cannot out-give God.

B. MINISTRY AREA PURPOSE

The Operations area exists to give a base from which all Ministry Areas can function. It provides procedures, systems, resources and financial accountability.

C. ROLE

To support the Café by preparing and serving customer orders, along with assisting the Food Services Manager with employee/volunteer supervision.

D. RESPONSIBILITIES

1. Maintain a calm demeanor during periods of high volume or unusual events to keep the Café operation to standards and to set a positive example for the team.
2. Anticipate customer and Café needs by constantly evaluating environment and customers for cues.
3. Greet customers courteously and serves their food and beverage orders quickly, in proper portions.
4. Demonstrate a complete understanding of daily menu items and explain same to customers accurately. Welcome questions and educate guests.
5. Relay relevant comments from customers directly to supervisors.
6. Assist with new employee/volunteer training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
7. Contribute to a positive team environment by recognizing alarms or changes in employee/volunteer morale and performance and communicating them to the Food Services Manager.
8. Maintain accurate production pars and inventories in the customer service and merchandising areas.
9. Prepare orders for customers using standard measures and recipes.
10. Adhere to policies and procedures to ensure consistency in the guest experience.
11. Responsible for ensuring proper presentation, portion control, and maintenance of proper serving temperatures.

12. Maintain sanitation and orderliness of all equipment, supplies and utensils within work area. Cleans equipment and workstation thoroughly before leaving the shift.
13. Maintain professional appearance at all times, clean and well groomed.
14. Complete all side jobs and checklists.
15. Carry out other responsibilities as assigned by Supervisor.

E. RELATIONSHIPS

1. Reports to the Café Lead.
2. Works closely with ministry team leaders and volunteers.
3. Serves as a resource to all Ministry Areas.

F. QUALIFICATIONS

1. Barista experience.
2. Effective communication skills –verbal and interpersonal.
3. Excellent customer service skills.
4. Technical aptitude for operating an iPad.
5. Work well in a highly team-oriented setting.
6. Endorse and support the Statement of Faith and the traditional evangelical theology for which Westwood stands.
7. Remain a member in good standing at Westwood.
8. Ability to relate to other Westwood staff and church attendees at large.