

Brighton Management, LLC
Sheraton Pasadena Hotel
POSITION DESCRIPTION

JOB TITLE: Barista
DEPARTMENT NAME: Restaurant
REPORTS TO: Restaurant Manager

I. POSITION SUMMARY:

Work as a partner in the achievement of our common goals, including, Guest Satisfaction, Associate Satisfaction, Financial Success and a Safe Environment.

Maintain a commitment to continually enhancing a uniquely exciting atmosphere and guest experience, consistently providing friendly service, and consistently providing the highest quality product and value to every customer on every occasion.

II. WORKING RELATIONSHIP:

Reports to: Restaurant Manager
Interfaces with: All levels of management and non-management associates, local businesses and Customers.

III. ESSENTIAL JOB FUNCTIONS:

Host/Hostess

- ◆ Greet customers as they arrive, ask for their coffee preferences and take orders
- ◆ Interview customers to determine just how they prefer their coffee i.e. light or strong
- ◆ Initiate and indulge in dialogue with customers as part of customer services
- ◆ Prepare coffee in front of the customers and take any input in a positive manner
- ◆ Serve coffee quickly and efficiently
- ◆ Provide customers information about deals and new food and beverage items
- ◆ Replace coffee that may have been served cold or is not liked by customers
- ◆ Describe menu items to customers in a bid to increase sales
- ◆ Provide customers with coffee blend information during the coffee making process
- ◆ Take orders for other items like pastries
- ◆ Receive payment in exchange of items sold
- ◆ Process cash and credit card payments through the MICROS
- ◆ Ensure the cleanliness and sanitation of the work area
- ◆ Make sure that coffee mugs and plates are clean
- ◆ Prepare trays with coffee mugs and side orders
- ◆ Ensure that the coffeemaker is in perfect working condition at all times
- ◆ Perform preventative and general maintenance on coffee machines on a regular basis
- ◆ Make sure that all coffee blends are available at all times
- ◆ Comply with all Sheraton and Brighton standards and guidelines.
- ◆ Close paperwork accordingly.
- ◆ Perform all side duties per guidelines.

IV. JOB QUALIFICATIONS:

- ◆ Able to track and keep accurate records.
- ◆ Well organized
- ◆ Knowledge of service standards
- ◆ Excellent communication skills
- ◆ Reading and writing in English required
- ◆ Detail oriented
- ◆ Must possess initiative and high energy level
- ◆ Ability to coordinate multiple activities
- ◆ Ability to interact with senior executives
- ◆ Outstanding hospitality skills

V. SAFETY AWARENESS:

- ◆ Comply with all safety requirements and regulations as dictated.

NOTE: The Sheraton Pasadena Hotel functions 7 days a week, 24 hours a day. All employees must realize this fact and be aware that at times it may be necessary to move an employee from their accustomed shift as business demands. In addition, I understand that business determines the amount of hours I work, and that some weeks I may be scheduled to work less than 40 hours and other weeks I may be scheduled to work more than 40 hours per week.

I have read and reviewed a copy of the above job description and fully understand that violation of any of the stated responsibilities and duties may be grounds for disciplinary action.

Manager's Signature/Date

Associate's Signature/Date