



Job Title: Barista – Part Time

Mission and Job Summary

Vienna Coffee Company's mission is to provide craft coffee that enriches the lives of customers and producers alike by providing an experience grounded in excellence and hospitality. The Vienna barista delights our customers by providing a warm welcome, crafting quality beverages, and maintaining a comfortable and clean café atmosphere. Baristas interact with fellow staff and vendors in an encouraging and positive way.

Key Responsibilities

Responsibilities and essential job functions include but are not limited to the following:

Customer Service – Delight the Customer

- Acts with generosity, hospitality, and skill that promote the values, mission and culture of Vienna.
- Anticipates guest needs by making eye contact and asking questions, constantly surveying environment for what needs to be done next.
- Educates customers by presenting and explaining the coffee drink menu and answering questions about coffee products and retail coffee selections. Deliver excellent customer experience to all guests by acting with a genuine “you matter” attitude and connecting with the person in front of you. Make authentic connections!
- Prepares and sells coffee drinks by following prescribed recipes and preparation techniques for coffee drinks, such as, espresso, lattes, cappuccino, hot tea and espresso drinks.

Team Member:

- Follows Vienna operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all team members during each shift.
- Maintains a clean and organized workspace so that team members can locate resources and product as needed.
- Maintains clean and sanitized coffee house.
- Maintains peaceful presence during periods of high volume or stressful events to keep café operating at peak performance and to support one another by setting a positive example for the team.



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212 College St. Maryville TN 37804
865.681.0517
fax 865.681.0524
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- Communicates information to manager so that the team has what they need before they need it, and guest inquiries are attended to in a timely manner.
- Maintains regular and punctual attendance.
- Uses company communication tools and methods.

Training / Education:

- Updates job knowledge by participating in educational opportunities; reading coffee, retail trade, and food service publications; maintaining personal networks.
- Enhances coffee shop reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Assists with new barista training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
- Attend monthly evening staff meetings and all trainings.

Basic Qualifications

- Must love coffee!
- Maintain regular and consistent attendance and punctuality, with or without reasonable accommodation.
- Available to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays.
- Meet store operating policies and standards, including providing quality beverages and food products, cash handling and store safety/cleanliness and security, with or without reasonable accommodation.
- Engage with and understand our customers, including discovering and responding to customer needs through clear and pleasant communication.
- Prepare food and beverages to standard recipes or customized for customers, including recipe changes such as temperature, quantity of ingredients or substituted ingredients
- Available to perform many different tasks within the store during each shift.

Required Knowledge, Skills and Abilities

- Ability to learn quickly.
- Ability to understand and carry out oral and written instructions and request clarification when needed.



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- Strong interpersonal skills
- Ability to work as part of a team.
- Ability to build relationships.
- Excellent problem-solving skills
- Complies with all Policies and Procedures, and all health and sanitation laws and regulations.
- Continuous standing, bending, stooping, lifting, stretching and frequent over-head lifting will be required when staging, preparing, or packaging menu items and/or cleaning.
- General knowledge and understanding of the restaurant industry or retail operations preferred, but not required.
- All employees are required to wear mask and follow covid guidelines. We do daily cleaning and sanitation on high touch surfaces.

Benefits

- Matching 401k
- Free shift drinks
- Employee discounts
- Paid vacation for full-time employees
- Family-leave for full-time employees

Educations- Skills Required

- High School Diploma/GED required



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