

Barista Manager

Position Description

Revision Date: 01/01/2012

1. Purpose

Barista Managers are critical to Mountain Mudd's success in earning our customer's business with every cup through role model behavior and ensuring the same high customer experience is consistently met by every Barista with every cup, quality store operations are maintained, store Baristas are led and empowered in a positive manner, and financial contributions are maximized. We do this by providing customers with very friendly, upbeat and prompt service, quality beverages and products. The customers want to come back because of the experience and new customers come because of referrals from their family & friends. This position also performs additional responsibilities needed to help the Chief Operating Officer with daily operating procedures, such as maintaining quality store operations, maximizing financial contributions, and supervising Barista's development.

2. Job Ad

Drive-thru espresso business looking for Barista Manager positions. Individual must be outgoing and independent with great customer service skills. Must love coffee and people! No experience necessary.

3. Description

Each kiosk has its own manager. This position has responsibility for supervising afternoon baristas, product quality, machine maintenance, building maintenance, inventory orders and the overall image and service of the kiosk. The position is a "working manager" which allows hands on experience and control over the daily operation. Barista training is required as all Barista duties are also filled with this position.

4. Relationships

Position Title: Barista Manager

Reports To: Chief Operating Officer (COO)

Position From: Barista's

External Relationships: TBD

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5. Responsibilities	6. KPI's
Main activities responsible with this position.	KPI's (Key Performance Indicators) how the responsibilities will be measured or how success will be evaluated.
<p>1. Enthusiastically satisfying customers all of the time.</p> <ul style="list-style-type: none"> • Welcomes and connects with every customer. • Discover customer needs and appropriately suggests product with every customer to enhance customer experience and meet sales goals. • Offers customer demonstrations and samples using brewing equipment. • Creates opportunities for customer to interact while creating their product. • Responds to customer needs and says thank you to every customer. • Demonstrates “Yes we can” by taking care of customer needs. 	<ul style="list-style-type: none"> • Customer feedback • Secret Shopper • Observations • # of repeat customers each Barista knows by name • Increase in sales per hour <ul style="list-style-type: none"> ○ Cups per hour ○ Total sales per hour
<p>2. Provides quality beverages consistently for all customers</p> <ul style="list-style-type: none"> • Consistently prepares beverages to Mountain Mudd standards. • Follows health, safety and sanitation guidelines for all products. 	<ul style="list-style-type: none"> • Customer feedback • Secret Shopper • Observations

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<p>3. Maintains Quality store operations</p> <ul style="list-style-type: none"> • Follows and directs others to follow standards for merchandising, stocking, rotating and storing products. • Performs and directs others to complete cleaning tasks in accordance with the cleaning standards. • Presents oneself professionally and demonstrates clear communication with all customer interactions. • Assists in store scheduling to maximize coverage most cost effectively. • Performs special projects to support store operations as needed. 	<ul style="list-style-type: none"> • Observations • On-the-spot review • Secret Shopper • Barista scheduling to maximize customer service during peak hours, while minimizing overall cost
<p>4. Contributes to store profitability</p> <ul style="list-style-type: none"> • Contributes toward store profitability by seeking opportunities to increase sales, manage inventory and cost of goods and control labor costs. • Maintains daily, weekly and period financial reports. • Ensures all cash handling and cash register function are performed in an accurate and consistent manner. • Maintains final accountability for store operations, Barista development and financial contributions. • Ensures the proper types and amounts of materials, supplies and merchandise are ordered and stocked. Effectively communicates new product information and promotions to Barista's. • Assists COO with accounting and banking responsibilities. • Records and is accountable for store funds while running a shift. 	<ul style="list-style-type: none"> • Observations • Accurate & updated inventory list every shift • Increase in sales per hour <ul style="list-style-type: none"> ○ Cups per hour ○ Total sales per hour • Meet/exceed sales goals • Decrease cost of goods sold • Store has needed inventory at all times • Minimized cost of goods sold as a percent of overall sales • Daily deposits previous days cash into bank

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5. Takes responsibility to learn all aspects of the Store Manager/Morning Lead Barista position

- Is responsible for self-initiated learning.
 - Learns and demonstrates creating the best Customer Experience.
 - Learns and demonstrates all performance standards listed in the Employee Manual.
 - Acts as a role model while providing guidance and training to Baristas on all the performance expectations listed in the Employee Manual.
 - Ensures Baristas adhere to the meal and rest break policy.
 - Demonstrates and ensures all Mountain Mudd policies and procedures are followed.
 - Expects and encourages full participation of Barista's in creating store goals and developing plans.
 - Determines daily and weekly staffing requirements, recruits, conducts interviews, makes hiring and termination decisions, schedules and apportions partner work hours, and schedules Barista's time off.
 - Resolves Barista's complaints and concerns, provides ongoing performance feedback, conducts formal performance and salary reviews and counsels Barista's when necessary.
 - Assists COO with interviews and performance reviews.
 - Regularly communicates store and Barista concerns with COO in an effective manner.
- Review skills & knowledge monthly (weekly for a new hire)
 - Knows all promotions and specials for the week or for the day
 - Number of new Barista's recruited, interviewed and hired
 - Minimized turn-over of existing Barista's
 - Proactively identifies with input from Barista's and customers where the team can improve to serve customers, reduce cost and provide service to the community

7. Attributes Required

Academic/Technical Qualifications	College Degree, High School Degree, or college student. Ability to lift 40lbs. Ability to stand for 3 hours at a time. Ability to provide the highest quality of service in a very fast paced environment.
Knowledge and Experience	Customer Service in a fast paced environment
Computer Skills	POS (Point of Sale)
Industry Experience	Cash/Change, Credit Card, Loyalty programs
Leadership/Management experience/capabilities	Supervise, Coach and Develop others. Self-Starter (minimal supervision required)
Communication Skills	Clear verbal and written English
Attitudes and Behavior	Positive, upbeat, "Yes I can", helpful, optimistic

8. Commitment

/ /			
<i>Name</i>	<i>Position Title</i>	<i>Signature</i>	<i>Date</i>
/ /			
<i>Name</i>	<i>Position Reporting To</i>	<i>Signature</i>	<i>Date</i>