



STAFF MEMBER JOB DESCRIPTION

Qualified candidates will have a desire to provide excellent customer service and an excellent quality product. You must be able to work independently as well as in a team. Customer service experience is desirable.

CUSTOMER SERVICE: Provide exceptional customer service. This will include greeting customers, learning frequent customers' names and their specific drink orders, sharing coffee knowledge, problem solving and efficiently serving customers. The customer takes priority over all other projects. While in the store, all employees will conduct themselves in a way that represents Holy Grounds standards and follow all established food health guidelines.

COFFEE AND FOOD: Preparing and serving drip brewed coffee, pastries and breakfast/lunch food items in compliance with established quality guidelines.

ESPRESSO BAR: Preparing and serving all drinks efficiently and in compliance with established quality guidelines.

WHOLE BEAN COFFEE: You will be responsible for promoting Holy Grounds gourmet coffee beans to customers. You must actively enhance your knowledge about coffees and share whole bean coffee knowledge, answer questions and help the customer with their selection, then weigh, grind and package whole bean coffees.

REGISTER/POINT OF SALE: As a staff member, you are responsible for taking and suggesting orders, describing all menu items, including taste, and completing customer transactions on the register by accepting cash or credit cards and suggesting re-chargeable gift cards.

DAILY PROJECTS: Learn and complete all required daily projects which include cleaning of all coffee-house areas.

SCHEDULE: Each staff member is responsible for the specific shifts upon hire. Staff members must take responsibility for scheduled shifts, which includes covering, with approval, scheduled shifts when you need time off.

GENERAL: As a staff member, you will be expected to show up consistently and arrive 5 minutes before your scheduled time and be ready to begin working at your scheduled time. You will be accountable for learning and following all procedures, rules and quality guidelines.