

## Role Profile: Barista



1. Basic Details			
a. Job Title:	Barista	b. Business:	Angel Trust Coffee Shop
c. Reports to Job title:	Coffee Shop Manager	d. Expected Hours:	Part time – 20 hours
2. Role Deliverables			
a. Job Purpose:	<p>The Barista is responsible for preparing high-quality coffee and beverages while delivering warm, friendly, and efficient customer service. This role ensures that every drink meets company standards and that customers enjoy a welcoming, positive experience. The Barista supports the smooth running of the coffee shop by maintaining cleanliness, assisting with stock, and working closely with the wider team.</p> <ul style="list-style-type: none"> <li>• Prepares consistently high-quality hot and cold beverages</li> <li>• Provides excellent customer service and product knowledge</li> <li>• Maintains a clean, organised, and efficient working environment</li> </ul>		
b. Main Responsibilities:	<p>Baristas play a key role in shaping the customer experience and ensuring the coffee shop operates smoothly.</p> <p><b>Coffee &amp; Beverage Preparation</b></p> <ul style="list-style-type: none"> <li>• Prepare espresso-based drinks, teas, and specialty beverages to company standards</li> <li>• Follow recipes, portion guidelines, and presentation expectations</li> <li>• Maintain coffee equipment, grinders, and machines throughout the day</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Greet customers warmly and take orders accurately</li> <li>• Provide product recommendations and answer questions about drinks and ingredients</li> <li>• Handle customer feedback professionally and positively</li> </ul> <p><b>Operational Support</b></p> <ul style="list-style-type: none"> <li>• Assist with stock rotation, replenishment, and basic inventory checks</li> <li>• Operate the till and process transactions efficiently</li> <li>• Support colleagues during busy periods to ensure smooth service flow</li> </ul> <p><b>Hygiene &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Follow food safety, hygiene, and allergen-awareness procedures</li> <li>• Keep the barista station, counters, and equipment clean and sanitised</li> <li>• Report any maintenance or safety concerns promptly</li> </ul> <p><b>Teamwork &amp; Communication</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively with Front of House and management</li> <li>• Communicate clearly during service to maintain efficiency</li> <li>• Support new team members with guidance and positive teamwork</li> </ul>		
3. Role Dimensions			

<p>a. Scope of influence:</p>	<p>Although focused on beverage preparation, the Barista has a meaningful impact on customer satisfaction and the overall atmosphere of the coffee shop.</p> <p><b>Internal Influence</b></p> <ul style="list-style-type: none"> <li>• Contributes to a positive team culture and smooth daily operations</li> <li>• Provides insight on customer preferences and product performance</li> <li>• Supports the achievement of sales and service targets</li> </ul> <p><b>External Influence</b></p> <ul style="list-style-type: none"> <li>• Represents Angel Trust Trading Ltd through high-quality drinks and friendly service</li> <li>• Enhances customer loyalty and encourages repeat visits</li> <li>• Helps shape the overall brand experience within the coffee shop</li> </ul>
<p><b>4. Role Requirements</b></p>	
<p>a. Key skill requirements:</p>	<p>The ideal Barista is passionate about coffee, customer-focused, and able to work efficiently in a fast-paced environment.</p> <ul style="list-style-type: none"> <li>• Strong communication and interpersonal skills</li> <li>• <b>Must be an experienced Barista</b></li> <li>• Ability to prepare drinks accurately and consistently</li> <li>• Good understanding of coffee preparation or willingness to learn</li> <li>• Ability to multitask and stay calm under pressure</li> <li>• Good organisational skills and attention to detail</li> <li>• Basic numeracy and confidence handling transactions</li> <li>• A friendly, positive, and proactive attitude</li> </ul>
<p>b. Development in role:</p>	<p>This role offers opportunities for growth within the coffee shop and the wider organisation.</p> <ul style="list-style-type: none"> <li>• Progression to Senior Barista or Barista Trainer roles</li> <li>• Opportunities to develop advanced coffee skills and product knowledge</li> <li>• Potential to move into supervisory or management positions</li> <li>• Training in latte art, speciality coffee, and customer-experience excellence</li> </ul>

