



Job Title: Café Service / Barista

A Day in the Life / Daily Duties: You will be the face of our business and one of the most critical aspects of our day to day operation. At BSK we feel the quality of the food is just as important as the quality of our customer service and we also understand the rewards and challenges of this position. Our service staff team will be busy doing it all...from taking orders to preparing coffee and espresso drinks, serving ice cream and milkshakes as well as assisting customers with prepared food items.

During your shift, you'll be teamed up with 1-2 additional café service members. Common things you will do during your shift include:

- Welcoming customers
- Accurately and efficiently taking orders and settling purchases and sales transactions both in house, over the phone and online as necessary
- Prepare drip coffee, espresso drinks, milkshakes and ice cream and keeping areas stocked and clean
- Although there is a separate cheese merchandising and sales staff, it is important for all of the team to learn about and sample our cheese and charcuterie items as well as all of our prepared foods
- There are numerous procedures and policies to be learned including packaging for specific food items, food handling safety, sanitation issues, scaling/weighing procedures
- Serve and package items from the bakery case, deli case and as ordered, as well as assist with pre-packaging any grab & go items
- Maintain awareness of all menu items, retail items and daily specials
- If 18 or older, you may need to serve beer, wine or hard cider and will be required to take the ServSafe online course, if not completed. After course completion, you will be required to check the identification of guests who order alcoholic beverages to ensure that they are of legal age
- Clean, organize and stock retail products, bakery items, deli items, refrigerated and frozen items, coffee and espresso, and packaging as necessary
- Clean, organize and stock the coffee self-service area
- Clean the dining room as needed
- Answer incoming calls and address customer questions and take orders as necessary
- Comply with our sanitation standards, safety, personal hygiene and health standards
- Perform opening activities such as stocking deli case, preparing coffee and service area
- Perform closing activities such as cleaning chairs and tables, cleaning floors and windows, preparing for morning shift.

Qualifications: Perseverance, hard-working nature, great attitude, the ability to work well on a team, the ability to handle sometimes stressful situations, ability to identify and request help as needed, a desire to learn about our menu items (and eat them too), and a desire to work with people. 1-2 years work experience in the food industry is helpful but not required.

Compensation & Perks: Opportunity to work in a fun yet challenging culture with an amazing team driven to succeed! Service staff that handle or serve alcohol must be 18+ years of age.

In addition to your hourly rate, you will receive a portion of the daily tips.

Novice: Full-time and part-time entry level, no experience: \$10.50/hour, depending on qualifications and experience; Free coffee; We encourage sampling; Shift meal; 20% staff discount; BSK probationary period is 3-6 months with review and pay increases and, for full-time staff, additional benefits including personal/sick time and IRA are possible.

Experienced: Full-time and part-time with some job-related experience: \$12.50/hour, depending on experience; Free coffee; We encourage sampling; Shift meal; 20% staff discount; BSK probationary period is 3-6 months with review and pay increases and, for full-time staff, additional benefits including personal/sick time and IRA are possible.

In addition to your hourly rate, you will receive a portion of the daily tips which are optionally contributed by the customers.

BSK is open Monday through Friday, 6:30am to 5 pm and on Saturday from 9am to 3pm. A shift for the café service/Barista ranges from 2.5 to 5 hours. We could easily accommodate a person wishing to work full-time by double shifting. We need regular coverage throughout our business day and at least ½ hour before we open to help prepare for the day. After closing, the café service/Barista staff, with assistance from co-workers, will complete closing and cleaning tasks and the day will end once tasks are complete.

About the Restaurant: Blue Sparrow Kitchen, Co. is a community-oriented café and sandwich shop located in the heart of downtown Norwich, Vermont. We strive to embody the symbol of the sparrow in the spirit of community, cooperation and teamwork. Our café is designed as a community space; Our business model is built around supporting the local food community, the local businesses community and our customer community; And for our employees, we cultivate a professional team atmosphere that encourages people to work together, support each other and reach their potential.

Our Culture:

Work hard/play hard: Focus on the life-work balance! Be happy!!

Approachable: We are like family, all equal and all valued!!

Casual: We keep things informal and comfortable!