

# The Grail Cafe Job Descriptions

## Cashier/Customer Service (Full Time or Part-Time)

Our Cashier/Customer Service team member is one of the first and last impression for our guests. They will be passionate about providing friendly, responsive and exceptional customer service to guests. The cashier is also responsible for partnering with Barista to keep the Cafe stocked with all products delivering exceptional customer service during each and every shift.

### Responsibilities

- Responsible for cash drawer security, cash balance and adhering to all other aspects in cash handling policy/point of sale (POS)
- Provide “guest-first” service by listening, responding and resolving all guests’ requests quickly through strong knowledge of all Cafe products
- Work alongside Barista to ensure all orders are processed time and correctly.
- Keep display cases clean and presentable throughout the day (including stock and restock of food items).
- Be cross-trained in all duties in the front of the house.
- Resolve any problems and keep management informed about issues and problems as they arise.
- Other duties as assigned.

### The Ideal Candidate will:

- Carry a friendly, energetic, personable demeanor and have a passion for great customer service, with a customer-first mentality.
- Have a thorough knowledge and understanding of The Grail Cafe’s menu.
- Be extremely reliable and punctual.
- Good verbal and written communication skills with strong organization skills.
- Strong attention to detail with precision.
- Have the ability to perform various physical tasks during the work shift.
- Ability to work a flexible schedule including nights, weekends, and holidays as needed.

### Desired Work Experiences

- Team Oriented
- Customer Service Focus
- Minimum of 1 year of work experience as a retail cashier or in a similar role.
- Familiarity with electronic equipment, like cash register and POS.
- ServSafe Certificate Food Handler and Basset Certificate required or need to be obtain before start date.

## **Barista/Bartender (Full Time or Part-Time)**

Our Barista will possess a commitment to mastery by ensuring unequaled quality and service. They focus on engaging with our customers, delivering the Grail Cafe's brand and keeping up the daily coffee bar functions. Prepare coffee and coffee beverages and perform all duties related to customer service, stocking, and sanitation. The Barista will also work closely with the Cashier/Customer Service team member.

### **Responsibilities**

- Provide outstanding customer service; ensure customer needs are met in a timely fashion.
- Prepare and serve coffee, espresso, and other beverages.
- Interacting with customers, taking orders and serving snacks and drinks.
- Prepare alcoholic or non-alcoholic beverages for bar and patrons.
- Provides consistent quality in the preparation of drinks and brewing of coffee.
- Describe menu items to customers and provide product details such as blend or preparation descriptions.
- Determines customer needs by asking questions and sharing product knowledge.
- Demonstrates that customers come first by serving them with a sense of urgency.
- Adhere to all cleaning and maintenance care specifications of all equipment.
- Monitor product quality and freshness and ensure proper rotation or product.
- Maintain a clean and well-organized work area.
- Follow and comply with established procedures, including health and sanitation, and safe work practices.
- Participates actively in training to learn new and promotional products. Continually works to expand product knowledge of coffee.
- Other duties as assigned.

### **The Ideal Candidate will:**

- Carry a friendly, energetic, personable demeanor and have a passion for great customer service, with a customer-first mentality.
- Exhibit a strong focus on quality with an interest in learning more about coffee.
- Have a thorough knowledge and understanding of The Grail Cafe's menu.
- Be extremely reliable and punctual.
- Good verbal communication skills with strong organization skills.
- Have the ability to perform various physical tasks during the work shift.
- Ability to work a flexible schedule including nights, weekends, and holidays as needed.

### **Desired Work Experiences**

- Team Oriented
- Customer Service Focus
- 1 – 2 years of prior Barista experience
- ServSafe Certificate Food Handler and Basset Certificate required or need to be obtain before start date.

## **Food Prep/Line Cook (Full Time or Part-Time)**

Our Food Prep/Line Cook is expected to learn recipes and cooking techniques for menu items in order to prepare orders with high consistency and meeting quality standards. Providing exceptional food service and food quality that meets The Grail Cafe's standards, while ensuring safe food handling procedures.

### **Responsibilities**

- Prepare customer orders according to the company's recipe guide.
- Check quality of ingredients.
- Ensure quality and presentation of all food leaving the kitchen.
- Communicate with team members on any special requests from the customers.
- Responsible for the set-up and closing duties of kitchen areas.
- Knowledgeable of menus, recipes and any other pertinent information.
- Follows all company food safety, food handling, and sanitation requirements to ensure health and safety of guests and employees
- Stocks and maintains sufficient levels of food products at line stations.
- Other duties as assigned.

### **The Ideal Candidate will:**

- Have a thorough knowledge and understanding of The Grail Cafe's menu.
- Have experience working in a high-volume concept.
- Be extremely reliable and punctual.
- Strong attention to detail with precision.
- Knowledge of general sanitary and safety practices.
- Ability to work a flexible schedule including nights, weekends, and holidays as needed.

### **Desired Work Experiences**

- 1 – 2 years' of prior culinary experience with a creativity and passion for the culinary arts.
- 1 – 2 years' experience of proven cooking experience, including experience as a line chef, restaurant cook or prep cook.
- ServSafe Certificate Food Handler and Basset Certificate required or need to be obtain before start date.

## **Guest Experience Host/Runner (Full Time or Part-Time)**

Our Guest Experience Host/Runner is one of the first and last impression for our guests. They will be passionate about providing friendly, responsive and exceptional customer service to guests. The Guest Experience Host/Runner is someone who thrives on challenge and continually looks for opportunities to learn. They understand that customer satisfaction always takes priority.

### **Responsibilities**

- Effectively maintain the operations working closely with all team members of the Cafe during each scheduled shift.
- Provide excellent customer service while servicing our guests with food and drinks.
- Monitor site equipment for performance and reliability.
- Maintain the high standard of cleanliness of the Cafe.
- Acknowledge every guest in a pleasant manner with appropriate greetings.
- Maintain a positive work environment for employees and guests.
- Other duties as assigned.

### **The Ideal Candidate will:**

- Carry a friendly, energetic, personable demeanor and have a passion for great customer service, with a customer-first mentality.
- Have a thorough knowledge and understanding of The Grail Cafe's menu.
- Be extremely reliable and punctual.
- Good verbal communication skills with strong organization skills.
- Have the ability to perform various physical tasks during the work shift.
- Ability to work a flexible schedule including nights, weekends, and holidays as needed.

### **Desired Work Experiences**

- One year of demonstrated work experience in a service business industry involving responsibility in customer service.
- ServSafe Certificate Food Handler and Basset Certificate required or need to be obtain before start date.

## **Cafe Manager (Full Time or Part-Time)**

Our Cafe manager will be responsible for the successful daily operation of the Cafe, including training, managing and overseeing Cafe staff to ensure customers receive the highest level of service possible. Enforce safety standards, inventory, provide excellent customer service to all, assist customers with food/drink orders, and prepare their selected food/drink items. General “jack-of-all” trades.

### **Responsibilities**

- Manage and motivate the Cafe team.
- Manage Cafe schedule, covering shifts as necessary.
- Work with owners in regard to daily sale goals and analyzing budget.
- Implement Cafe policies and procedures.
- Manage vendors and inventory.
- Maintain a clean and functioning Cafe.
- Nurture friendly relationships with customers to increase loyalty and boost our reputation.

### **The Ideal Candidate will:**

- Be highly motivated.
- Have excellent customer service, management and leadership skills.
- Be charismatic and ability to work well in a fast-paced environment.
- Be extremely reliable and punctual.
- Strong attention to detail with precision.
- Knowledge of sanitary and safety practices.
- Team oriented.
- Ability to work a flexible schedule including nights, weekends, and holidays as needed.

### **Desired Worked Experience**

- Minimum 2 years of experience as a barista in the specialty coffee industry.
- Minimum 2 years of experience in supervisory role in the coffee or food service industry.
- Operational knowledge of the cash register, cash handling procedures, and reconciliation of multiple cash banks and reports.
- Proficient computer skills and knowledge of MS Office products, including Word, Excel, PowerPoint, Outlook, and internet.
- Knowledge of coffee and coffee equipment.
- ServSafe Certificate Food Handler and Basset Certificate required or need to be obtain before start date.

*The Grail Cafe is an equal opportunity employer and proudly values diversity. The Grail Cafe does not discriminate on the basis of race, color, religion, sex, national origin, disability, veteran status, marital status, sexual orientation, or any other characteristic protected by applicable law and is committed to creating a dynamic work environment that values diversity along all of these lines. People of all backgrounds are encouraged to apply.*

EOE/M/F/D/V/SO