



## **POSITION: BARISTA/BUSSER**

### **POSITION SUMMARY:**

As a team member at Robin's your focus is on delivering remarkable experiences to all guests that enter our door. As deli/barista you have multiple tasks. You make all coffee drinks, serve deli salads, & desserts, & because your work space is visible to all guests entering Robin's you also are the host helper i.e., when your host is not present. You will need to greet customers, answer the phone & take To Go orders. Also whenever times are quiet in the deli you will help with bussing.

### **EXPECTATIONS:**

- Many people are uncomfortable walking into a new environment. Whatever your responsibilities are at the moment guests should be greeted immediately upon arrival so that they know they are welcome & will be helped. Make eye contact with your guests as you smile & address them. Let them know that their host will be with them soon. If more than one party is waiting, take down their names & the # in the party in order of arrival. If the host does not return quickly find her to let her know that guests are waiting to be seated
- Be kind, helpful, & hospitable to team members & guests.
- Keep your space clean & neat at all times
- Avoid using your bare hands to touch any food items.
- Avoid touching your face, mouth or hair while working with food.
- Ensure that the deli area & customer areas are clean & attractive through daily inspections.
- Know the menus so you can accurately guide a guest to ordering the correct items, & be able to answer questions.
- Foster a work environment that embodies our Core Values
- Handle all customer conflicts, dissatisfaction, or issues professionally and hospitably while balancing both the guests' and Robin's interests. Ask guidance from a manager.
- Understand and follow completely all of the company's policies and procedures
- Follow opening & closing checklists for your position.
- Be proficient in ordering on the POS & taking reservations on Rezbook. Understand the reservation policies to avoid mistakes & miscommunication with guests.
- Your feedback to improve systems for your position is important. Please direct all feedback to a manager. You will be rewarded for any suggestions that improve operations if they are implemented.
- Assist in keeping the foyer neat & clean.
- Embrace lean by being conservative with resources – water, wrap, product, etc...
- Whenever there is time ask your supervisor if there are any tasks you can help with.

### **QUALIFICATIONS:**

Passion for Service  
Strong ability to multitask  
High standards of excellence

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Self starter

Organized

Strong attention to detail

Ability to work long hours on your feet

Ability to be flexible with your schedule to meet business needs.

2

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**Robin's Restaurant**  
Barista/Deli Job Description  
3/14/2015