



**Job Description: Barista**

**Department:** Food & Beverage

**Reports to:** Food and Beverage Supervisor

**Overview:**

This position focuses on preparing and serving high-quality coffee beverages, maintaining a clean and organized workspace, and delivering excellent customer service to enhance the guest experience.

**Key Responsibilities:**

- Assist in preparing and serving coffee and espresso-based drinks, ensuring quality and consistency in every cup.
- Prepare and serve other beverages, including teas, juices, and hot chocolate, as per guest requests.
- Keep the coffee station clean, organized, and stocked with necessary supplies, including coffee beans, syrups, cups, and utensils.
- Assist with the cleaning and maintenance of coffee equipment, ensuring it is in good working order and reporting any issues to management.
- Provide excellent customer service by greeting guests, taking orders, and delivering beverages to tables or guests as required.
- Ensure that all orders are prepared accurately and promptly, following company standards and guest preferences.
- Assist with the preparation of light snacks, pastries, or desserts when needed, ensuring that they are presented attractively.
- Maintain a clean and tidy environment by regularly wiping down counters, tables, and equipment to meet hygiene standards.
- Monitor inventory levels for coffee supplies, cups, lids, napkins, and other necessary items, and notify the supervisor when stock needs replenishment.
- Support the barista in creating a welcoming and positive atmosphere for guests by interacting with them in a friendly and professional manner.
- Adhere to health, safety, and hygiene regulations in all aspects of food and beverage preparation and service.
- Perform any additional duties as required by the Barista or Food and Beverage Supervisor to support smooth operation.



**Working Hours:**

As per the schedule provided, which may include weekends, evenings, and public holidays.

**Working Conditions:**

This position involves standing, walking, and lifting. The Ross Hotel offers a supportive environment, competitive compensation, and the opportunity to be part of a professional and dynamic team.