



## INSOMNIA BARISTA – JOB SPEC

Our Baristas are passionate about great coffee and exceptional customer service. As a Barista, you'll love to deliver a perfect cup of coffee to every customer. When you're not serving customers, you'll balance your time by keeping our cafe beautifully clean and well merchandised with our product range. You'll be a great team player and contribute to creating a friendly, vibrant and welcoming environment for our customers.

No two days are ever the same in our cafes and you'll find the environment fast paced and fun. You'll have an amazing mix of customers and colleagues to brighten your day as you master your coffee making and barista skills.

Insomnia Baristas have a minimum of six month's coffee experience. If you have less than six month's coffee experience we will place you on a Trainee Barista role and you will receive extra training and coaching to develop your coffee skills. After a successful probation period you will be moved onto the Barista level. The duties of a Trainee Barista are the same as a Barista.

### A TYPICAL DAY / WEEK

- Mastering and crafting your coffee skills with the aim of always delighting our customers.
- Greeting customers with a friendly smile and engaging chat to brighten up their day. Getting to know their preferences and ably recommending products they might like.
- Developing a strong knowledge of our beverage and food range.
- Listening attentively to customers orders and entering the details and payment into the till with care.
- Thanking your customers when you hand over their orders.
- Keeping the shop well merchandised and beautifully clean and organised, behind and in front of the counter, the shop floor, customer and team toilets.
- Being a great team member with a positive attitude and always ready to lend a hand when needed.
- Getting involved in store events and staying up to date on what's happening in Insomnia.
- Always working within the framework of Company procedures and policies and being particularly vigilant with our Health and Safety guidelines.