



Infinity Brazil

BARISTA

Position Summary:

The barista is responsible for preparing quality beverages according to standard recipes and serving all products with friendly, individualized attention towards each guest. He/she is also responsible for educating external and internal guests about our premium coffees and teas.

Principal Duties and Responsibilities:

- Educates guests by presenting and explaining the coffee drink menu answering their questions.
- Sells coffees and teas by explaining differences in coffee beans, teas .
- Prepares and sells drinks by following prescribed recipes and preparation techniques.
- Generates revenues by attracting new guests; defining new products.
- Maintains inventories by replenishing coffee bean supply; stocking coffee brewing equipment; maintaining supplies, pastries, and cookies for coffee bar.
- Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
- Maintains safe and healthy work environment by following organization standards and sanitation regulations.
- Improves quality results by studying, evaluating, and re-designing processes; implementing changes; maintaining and improving the appearance of the bars and lounges.
- Updates job knowledge by participating in educational opportunities; reading coffee, retail trade, and food service publications; maintaining personal networks.

- Enhances coffee/ tea shop reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Responsible for ensuring that company standards of service for beverages other than tea and coffee are being followed and that the standard drink recipes, including proper garnishes, are adhered to.
- Assists in ensuring that the department is in compliance with all company policies, rules and regulations.
- Helps to resolve in a satisfactory and proactive manner all service and product deficiencies and follows up on guest comments and/or concerns.
- Performs other related duties as assigned or as directed. The omission of specific duties does not preclude the supervisor from assigning duties that are logically related to the position.
- Must be familiar with the Safety and Environmental Protection Policy and the SMS, and carry out the policies and procedures appropriate for his/her position.

Other duties as assigned by his/her supervisor.

Experience

- Minimum recent 2 years experience as a Barista in a Cruise ship or in a 4/5 star hotel/resort or restaurant
- Passionate about people and able to handle guest complaints with a smile!
- Strong English written & verbal skills

*this job description is to be considered as a general reference of duties and responsibilities for the position as it might change according to ship and cruise line.

Effective: Jan/2020