



VOLUNTEER ROLE DESCRIPTION – **BARISTA** DATE: November 19th, 2018

TITLE: Barista
LOCATION: 1207 Kingsway, Vancouver, BC, V5V 3E2
DEPARTMENT: Scripture Resources
REPORT TO: Bible Centre & Café Supervisor

ROLE SUMMARY

This is a volunteer position that takes place at the Canadian Bible Society’s British Columbia Bible Centre & Café, located at 1207 Kingsway, Vancouver, BC, V5V 3E2. The Barista will interact with customers, prepare drinks and clean coffee machines and café areas, among other tasks.

PRIMARY TASKS / ACTIVITIES

	% OF TIME
Works under the leadership of the Bible Centre & Café Supervisor by doing the following:	
<ul style="list-style-type: none"> Working to ensure customer satisfaction by fielding customer requests, complaints or questions; preparing and making coffee, tea or other requested drinks by the customers; cleaning coffee machines, café areas and restrooms, all within a timely manner; assisting with setting up in the beginning of the day and cleaning up at the end. 	70%
<ul style="list-style-type: none"> Responding to requests provided by the Bible Centre & Café Supervisor as needed on a timely basis. 	30%
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	Total = 100%

ROLE SPECIFICATIONS

EXPERIENCE

- Knowledge and experience working in a coffee shop setting, making caffeine-based drinks, cleaning coffee machines and working in a fast-paced setting.

PROFESSIONAL / PERSONAL QUALITIES

- Very high attention to detail;
- Effective communicator with sensitivity to, and appreciation of, bilingualism and diversity;
- Ability to work well under pressure, handling multiple demands (multi-tasking);
- Self-motivated, self-starter, proactive, determined;
- Self-confident while still being humble and authentic;
- Personable, pleasant to spend time with;
- Resilient, ability to not let adverse conditions negatively impact performance.