University of Victoria
Cupe Local 951 Position Description

<table>
<thead>
<tr>
<th>JOB: Clerk/PB3</th>
<th>TITLE: Starbucks Barista</th>
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<tbody>
<tr>
<td>DEPARTMENT: Bookstore</td>
<td>POSITION NO: 993270, 995183</td>
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<tr>
<td>SUPERVISOR: Starbucks Operations Supervisor</td>
<td>LAST UPDATED: November 2018</td>
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SUMMARY:

The Bookstore is the University’s one-stop shop for books, supplies and stationery, clothing and giftware. In addition, The Bookstore Starbucks location provides coffee, fresh-baked goods, and a variety of snacks. The Bookstore offers services to faculty, students, staff, members of the local community, and is part of a greater community of campus service providers.

Reporting to the Starbucks Operations Supervisor, this position works in the Starbucks located in the lower level of the Bookstore and provides cashier and barista service. Operates the cash register and processes purchase transactions, verifies pricing, stocks shelves, wraps food items, operates the coffee brewers and barista bar and ensures that customers receive excellent customer service.

MAJOR RESPONSIBILITIES AND DUTIES:

1. **Responsibility: Assisting Customers at the Service Counter/on the Sales Floor - 70%**
   
   Duties:
   - Provides excellent customer service
   - Responds to questions from the public about items for sale, ingredients etc
   - Prepares food and beverages in accordance with Starbucks processes and procedures and utilizing proper principles, techniques and practices of food preparation
   - Completes other similar task in scope, as it pertains to the café

2. **Responsibility: Cash Procedures - 10%**
   
   Duties:
   - Operates point of sales system, processes payments, and verifies pricing on items
   - Ensures proper cash procedures, PCI compliance, signatures etc.

3. **Responsibility: Cleaning - 10%**
   
   Duties:
   - Assists in maintaining cleanliness levels to ensure Food Safe and Health Authority standards are met/exceeded
### 4. Responsibility: Stocking - 10%

**Duties:**
- Stocks the items used for specialty drinks (syrups etc.)
- Stocks lids/cups, napkins, utensils, plates, etc.

**REQUIRED QUALIFICATIONS:**

**Skills:**
- Excellent interpersonal skills and a service oriented attitude
- Cash handling accuracy
- Ability to work independently and within a team environment

**Specialized Knowledge/Education:**
- Food Safe certification is an asset
- Previous barista experience is an asset
- Ability to complete the specialized Starbucks training program

**Experience:**
- 1 years relevant experience preferred or an equivalent combination of education and experience

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<th>Employee’s Signature:</th>
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<td>Supervisor’s Signature:</td>
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