

Sky Associates, LLC
The Arlington Resort Hotel & Spa

Job Description

Job Title: Barista/Gift Shop Clerk
Department: Starbucks/Gift Shop
Reports To: Beverage Manager

Approved By: HR
Approved Date: 12/5/2022
Classification: Non-Exempt

Job Summary

The Barista/Gift Shop Clerk ensures outstanding customer service and quality of product. They prepare or serve hot or cold beverages, like coffee, espresso drinks, blended coffees, or teas to Starbucks standards. Receive merchandise, total bills, accept payment and makes change for the customers. Must maintain a clean and sanitized work area, utensils, and equipment daily to Health Department standards.

Essential Duties and Responsibilities

- Represent the hotel in a courteous, friendly, and professional attitude always, by always greeting customers with courteous and professional attitude.
- Ensure excellent retail experiences to customers by maintaining the outlook of the store including cleaning, arranging and when necessary, stocking the shelves.
- Assist customers in finding the item they desire.
- Help customer make selections by building customer confidence, offering suggestions and opinions.
- Providing information on products & services.
- Prepare and serve all beverage or food items efficiently and confidently, keeping all areas clean, sanitized, organized, and stocked.
- Check all equipment for proper function.
- Prepare, total, and verify billing and collect correct payments from customers.
- Verify and reconcile customers' bill with the merchandise they purchased.
- Receive money for purchases and calculate customer change, if any.
- Maintain, management and organize merchandise on the shelves and racks.
- Stamp, mark or tag pricings on merchandise
- Maintain and management records of merchandise inventories in the store.
- Possess a general working knowledge of hotel departments.
- Know all safety and emergency procedures for the Starbucks area.
- Have knowledge of all hotel facilities, services, and hours of operation.
- Have knowledge of entertainment and special events scheduled in the hotel.
- Must be flexible to work any shift, including weekends and holidays.
- Perform other related duties as assigned.
- Adhere to hotel's dress code policy.
- Receive and handle house bank.

Minimum Qualifications

- 1 year in food service or retail environment preferred.
- High school diploma or GED.
- Ability to focus attention on guest needs, remaining calm and courteous.
- Ability to work cohesively with co-workers as part of a team.
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Physical Requirements

- Be able to stand and/or walk most of day.
- Stooping/ kneeling/teaching throughout the day.
- Carrying, lifting, pushing and pulling up to 40 lbs. occasionally.
- Hand and finger dexterity

Employee Acknowledgement and Agreement of Job Description

Employee Printed Name _____

Employee Signature _____ **Date** _____

Supervisor Signature _____ **Date** _____

This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Hotel reserves the right to change this job description and/or assign tasks for the employee to perform as the Hotel may deem appropriate.