**Barista Job Description and Expectations**

**Scheduling**

* Work minimum of 6 hours a week. Be able to give 12+ hours during the Hiccup operation hour to Employee Relations Manager for schedule flexibility. i.e., you cannot give the Employee Relations Manager your ideal schedule and only send them the 6 hours you would like to work. If you can only offer 6 hours, this is not enough for you to hold a position at the Hiccup.
* Baristas must be willing to take shifts for other people if they are offered.
* Offering up shifts for personal reasons: It is each person’s responsibility to reach out to individual co-workers to arrange getting a shift covered or swapped. Must be recorded in Sling, the shift management system.
* Emergency situations: If someone has family emergency, has become sick soon before upcoming shifts, or has other extenuating circumstances, they are able to put the shift directly into GroupMe to ask for help getting it covered. In the case this type of shift does not get covered, they may then reach out to the Employee Relations Manager to help get it covered.
* Must be willing to work Saturdays and all hours the Hiccup is open (7:30am – 10:00pm), assuming availability allows.
* Must be able to work during finals week.
* Show up 10 minutes before shift begins (e.g., 8:50 for a 9:00 shift). Shifts also end 10 minutes early to allow time to go to class (e.g., 9:50 for an 9:00 shift).
* Must work at least two catering events per semester.
* Must be prepared to work either an opening shift or a closing shift. Allow room for an extra 30 minutes before or after the shift is scheduled.
* Arrive for dinner-open shifts no later than 6:40 pm.
* Must attend mandatory bi-weekly all staff meetings at the Hiccup (Mondays @ 5pm).
* All employees must download GroupMe and be added to Hiccup Staff chat. They must check GroupMe frequently throughout the day for any news or notifications. Notifications must be on at all times – do not silence notifications.
* All messages from Managers must be read. “Like” the messages to confirm your understanding of the message.
* All employees must download the Sling scheduling app to keep track of their shifts.
* Baristas will be expected to do Hiccup laundry a minimum of two times per semester (laundry detergent and bleach provided). Laundry must be returned within 24 hours.

**Behind Bar**

* Do not be on your phone while behind bar unless absolutely necessary (emergencies, contacting management, asking for help in the group chat, etc.)
* Do not do homework while on shift.
* Limit your interactions with your friends at the bar. Your job comes before your friends while you are clocked in.
* Continuous clean while on shift (changing bleach water, wiping down countertops, cleaning floors, etc.)
* Attend mandatory training before and during the semester.
* Know how to tune espresso and steam milk properly
* Provide quality customer service
* Memorize recipes
* Be able work quickly while maintaining your quality of work and a calm demeanor
* Make drinks in a timely and concise manner.
* Restock products (milk, cups, syrup, etc.) on shift.
* Change trash bags and take trash to the dumpster. This include trashcans behind bar and in our area that we are responsible for.
* Wipe down tables in the coffee shop area throughout the day.
* Vacuum and sweep when you can.
* Dress code:
* Follow Asbury guidelines.
* Hair shoulder-length or longer must be restrained. Those with hair that cannot be put up, must wear a hat. Close toed shoes must be worn at all times. If you do not comply, a manager will ask you to leave to go change.
* Employees must wash their hands as soon as they go behind bar. Any time they step out to use the restroom or handle the trash, they must wash their hands again behind bar.
* Must wear an apron when behind bar at all times; leave it behind bar when you step out to use the restroom.
* Baristas must maintain a professional, service-oriented attitude when on shift. Be mindful of the language and volume you are using.
* Baristas will be kind and supportive to all fellow employees and seek to serve the Asbury community.
* Baristas will read and adhere to the Hiccup Operations Manual. Misconduct will be addressed with the Employee Relations Manager.