



HEAD BARISTA

PRIMARY JOB PURPOSE

Responsible for overseeing the daily operations all the coffee machines and coffee service of the Food and Beverage Department at Woodmead, ensuring high-quality coffee preparation, excellent customer service, and efficient workflow. They lead the service and bar team together with the Head Bartender to provide training, maintain inventory, and equipment and uphold hygiene and safety standards. and ensuring customer satisfaction.

KEY RESPONSIBILITIES

- Prepare and serve high-quality coffee and beverages following standard recipes.
- Ensure consistency in coffee flavour, texture, and presentation.
- Maintain and calibrate espresso machines and grinders to ensure optimal performance.
- Experiment with new coffee recipes and brewing techniques to enhance the menu.
- Train and mentor new and existing staff on coffee brewing techniques, customer service, and hygiene standards.
- Supervise staff to ensure efficient workflow and high-quality service.
- Lead by example in maintaining a positive, professional, and energetic work environment.
- Handle shift scheduling and assign tasks to the team when appropriate.
- Provide exceptional customer service, ensuring a welcoming and friendly atmosphere.
- Address customer inquiries, complaints, and special requests professionally.
- Educate customers about different coffee beans, brewing methods, and flavours.
- Monitor and manage coffee bean, milk, syrups, and other inventory levels.
- Place orders for coffee and café supplies to avoid shortages.
- Minimize waste and optimize ingredient usage to control costs.
- Ensure all coffee-making equipment is cleaned and maintained regularly.
- Adhere to health and safety regulations, ensuring cleanliness in all areas.
- Report any equipment malfunctions and coordinate repairs when needed.
- Assist in marketing efforts such as promotions, events, or seasonal coffee launches.
- Monitor sales trends and suggest improvements to enhance revenue.
- Provide feedback to management on customer preferences and menu performance.

PERSONAL ATTRIBUTES & SKILLS

- Proven experience as a Barista, with leadership experience preferred.
- Passion for coffee, with knowledge of different brewing methods.
- Strong leadership and training skills.
- Excellent customer service and communication skills.
- Ability to work efficiently in a fast-paced environment.
- Strong organizational and multitasking abilities.
- Basic knowledge of café operations and business management is a plus.

MINIMUM / PREVIOUS EXPERIENCE

- Minimum 2 – 5 years' working experience as a Barista.
- Supervisory experience (an advantage).
- Experience working on Jonas.
- Computer literate (MS Word, Excel, Outlook)

QUALIFICATION

- Matric
- Food and Beverage/Hospitality qualification (an advantage).
- Drivers' license (an advantage)

PROPERTY

- Woodmead

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APPLICATION PROCESS

Interested applicants must complete the application form and submit it along with their CVs to careers@ccj.co.za no later than **04th April 2025**.