

Communitas – Staff Position Description
CAFÉ STAFF POSITION

TITLE: Café – ~~Shift Leader~~ – ~~Supervisor~~~~Barista~~/~~All a rounder~~

REPORTS TO: ~~Communitas Social Enterprises Manager~~ Little Sprout Café Chef Manager

POSITION SUMMARY

~~The role entails supervising the team and providing guidance to the chef in leading and training activities in the café. This role role entails working in Little Sprout Café, focused on day to day operations. The position will involve primarily focus on but not be limited to handlingsupporting all front of house dutiesoperations at Little Sprout Café. This will includes, facilitating customer orders, handling transactions accurately, engaging in customers in a friendly manner, making sure the dining roomarea is clean, preparing high-quality coffees and other custom beverages, and generally ensurifacilitating patrons to have a seamlesspositive ordering experience in the café. Additionally, you will showcase your barista skills by preparing high-quality coffee and other beverages to our customer's. The primary responsibilities will involve operating the cashier till, serving customers in-store, and handling online, phone, and curbside orders. Additionally, tasks such as preparing coffee, smoothies, deli items, and pastries/baked goods will also be required. All preference. All café staff will be expected to follow established procedures and practices for general cleaning and in compliance with our Sanitation Safety Plan. Little Sprout Café is a social enterprise operated by Communitas Supportive Care Society which provides employment training to people with disabilities. We aim to promote employment opportunities for individuals of all abilities.~~

SPECIFIC DUTIES

• **General**

- ~~Communicate operational, personnel, and equipment problems to supervisor~~
- ~~Interact with customers and the general public in a way that reflects well on Communitas~~
- ~~Support the philosophies and goals of Little Sprout Café's social mission. Maintain an awareness of the goals and philosophies of Communitas Social Enterprises (CSE)~~
- ~~Offering support and guidance to café team members and to people participating in job skills training "team members" on shift~~
- ~~Communicate operational, personnel, and equipment problems to supervisorthe café Manager~~
- ~~Interact with customers and the general public in a way that reflects well on Communitas and CSE. Maintain good relations while supporting other personnel~~
- ~~Offering support and guidance to "team members" on shift~~
- ~~Familiarize and fill outFollow and implement all café standard operating procedures~~
- ~~Familiarize and complete any relevant paperwork (e.g. timesheets, cash register sheet, temperature forms, prep lists, etc.)~~
 - ~~Keep working area clean and safe from hazards~~
 - ~~Other cleaning duties as needed~~

• **KitchenOperational**

- ~~GreetCreate a welcoming atmosphere and assist with décor updates and stocking merchandise shelves.~~
- ~~ing and serving our customers in a friendly mannerGreet and engage with customers, taking orders, and providing recommendations when appropriate~~
- ~~Manage transactions using the point of sale system (Square) and handle cash accurately.~~
- ~~Prepare all made to order beverages and smoothies~~
- ~~Research and provide recommendations for seasonal drink offerings (e.g. coffees, smoothies, etc.)~~
- ~~Ensure ordersPreparing beverages and food while supervising and training others get to customers quickly, while in a timely manner, ensuringinsuring allquality and appearance of food and drinksitems are of high quality prior to service.~~
- ~~Coming up and bringing forward ideas on seasonal drink offerings as well as seasonal smoothies~~
- ~~Oversee the planting, cultivating, and harvesting of micro-greens in the commercial growing units. Serving food in an efficient manner, while maintaining a high standard for customer service~~
- ~~Perform regular inspections, cleaning, and routine maintenance on the commercial growing units.~~

Formatted: Font: (Default) Arial, 11 pt

Formatted: Font: (Default) Arial

Commented [MD1]: I believe this is the technical job title. Check with HR.

Formatted: Font: (Default) Arial, 11 pt

Formatted: Font: (Default) Arial

Formatted: Font: (Default) Arial, 11 pt

Formatted: Font: (Default) Arial

Formatted: Font: (Default) Arial, 11 pt

Formatted: Font: (Default) Arial

Formatted: Font: (Default) Arial, 10 pt

Commented [MD2]: I think this fits better in duties.

Formatted: Font: (Default) Arial, 10 pt

Formatted: Font: (Default) Arial, 11 pt

Formatted: Font: (Default) Arial, 10 pt, Bold

Formatted: Font: (Default) Arial, 10 pt

Commented [MD3]: I think we want not just awareness but also support. I've reworded this a bit.

Commented [MD4]: I think this is captured in requirement - "Excellent teamwork and interpersonal skills"

Formatted: Font: (Default) Arial, 10 pt

Formatted: Indent: Left: 0.5", No bullets or

Commented [MD5]: Captured in operational.

Commented [MD6]: Captured below in operational.

Formatted: Font: (Default) Arial

Formatted: Font: (Default) Arial, 10 pt, Bold

Formatted: Font: (Default) Arial, 10 pt

Formatted: Font: (Default) Arial, 10 pt, Font color: Auto, Pattern: Clear

Formatted: Line spacing: single, Bulleted + Level: 1 + Aligned at: 0.25" + Tab after: 0.5" + Indent at: 0.5"

Formatted: Font: (Default) Arial, 10 pt

Formatted: Bulleted + Level: 1 + Aligned at: 0.25" + Tab after: 0.5" + Indent at: 0.5"

Formatted: Space After: 10 pt, Line spacing: single, Bulleted + Level: 1 + Aligned at: 0.25" + Tab after: 0.5" + Indent at: 0.5"

Formatted: Space After: 10 pt, Line spacing: single, Bulleted + Level: 1 + Aligned at: 0.25" + Tab after: 0.5" + Indent at: 0.5"

Commented [MD7]: Not super clean what this is. Maybe add a bit more detail. (e.g. table service?)

— Assist with organizing/storing food and supplies in the kitchen, dry storage, cooler, and freezer.
— Cleaning the café, focusing on the 'front of house' area, cashiers counter, and beyond as required.
Charting temperatures as per Health Regulations require

- Greeting and serving our customers in a friendly manner
- Stock display cooler and package supplies behind the service area and packaging up to-go orders
- Using our 'Square Up' cash till system for contactless, as well as cash transactions
- Prepping all drink and smoothie prep, Stocking our display cooler and package supplies behind the service area and packaging up to-go orders
- Assist Manager from time to time with placing orders, communicating with staff, shopping, operational reporting, and generally assisting with other food service needs.
- Oversee the cleanliness and organization of the entrance, dining area, washroom, counter spaces, and other areas – including: dusting, wipe-downs, sanitization, window cleaning, sweeping, mopping, etc.
- All café staff will operate in the dish area, 'cleaning as we go' to avoid a cluttered and messy appearance
- Front area cleaning of doors, glass, cultivator and other display areas
- Dusting, wiping and sanitizing all customer areas in the café

Other duties and responsibilities that are given from the Chef, which may include placing orders, communicating with staff, communicating with clients, shopping, monitoring prep and staff hours, monitor food costs, wastage and food consumption, assisting with other food service needs

Front House

- Greeting and serving our customers in a friendly manner
- Using our 'SquareUp' cash till system for contactless, as well as cash transactions
- Preparing coffee, stocking our display cooler, and preparing to-go orders
- Front area cleaning of doors, glass, cultivator and other display areas

Dusting, wiping and sanitizing all customer areas in the café

Dish Area/Washrooms

- All café staff will operate in the dish area, 'cleaning as we go' to avoid a cluttered and messy appearance
- Empty compost, recycling, and compost in the various areas of the café as needed throughout shift.
- Other duties including: wiping surfaces, dusting, cleaning bathrooms Empty, emptying compost/garbage/recycle, recycling, and compost in the various areas of the café as needed throughout shift, etc.

Other duties as required

REQUIREMENTS

- Must be physically able to move soil at a weight of 20 lbs if needed.
- Must provide own non-slip, closed toe shoes
- A philosophy of service that is in line with [Communitas' Vision, Mission and Values](#)
- Must be reliable, punctual and able to take initiative
- Excellent teamwork and interpersonal skills
- Able to follow directions and work independently when required
- Strong attention to detail and consistency in work routines
- Ability to model appropriate behaviour for trainees at CSE (conduct, work performance, compliance with policy and procedures, professionalism, integrity, etc.)
- Must be able to provide own transportation to and from the work site
- Possession of valid Food Safe and Emergency First Aid Certificate with CPR is an asset

Formatted: List Paragraph, Bulleted + Level: 1 + Aligned at: 0.25" + Tab after: 0.5" + Indent at: 0.5"

Formatted: List Paragraph, Bulleted + Level: 1 + Aligned at: 0.25" + Tab after: 0.5" + Indent at: 0.5"

Formatted: Line spacing: single

Formatted: Line spacing: single

Formatted: List Paragraph, Bulleted + Level: 1 + Aligned at: 0.25" + Tab after: 0.5" + Indent at: 0.5"

Formatted: Font: (Default) Arial, 10 pt, English (United States)

Formatted: Indent: Left: 0", Tab stops: Not at 1"

Formatted: Font: (Default) Arial, 10 pt

Formatted: No bullets or numbering

Formatted: Bulleted + Level: 1 + Aligned at: 0.25" + Indent at: 0.5"

Formatted: Normal, No bullets or numbering

Commented [MD8]: I would just include these in operations above! Or in general. Help to save space.

Formatted: Font: (Default) Arial, 10 pt, Bold

Formatted: No bullets or numbering

Formatted: Font: (Default) Arial, 10 pt

Formatted: List Paragraph, Tab stops: Not at 1"

Formatted: List Paragraph, No bullets or numbering, Tab stops: Not at 1"

Formatted: List Paragraph, Bulleted + Level: 1 + Aligned at: 0.25" + Tab after: 0.5" + Indent at: 0.5"

Formatted: Font: (Default) Arial, 10 pt

Formatted: Font: (Default) Arial

Formatted: Indent: Left: 0", Bulleted + Level: 1 + Aligned at: 0.25" + Tab after: 0.5" + Indent at: 0.5", Tab stops: Not at 0.5"

Formatted: Font: (Default) Arial, 10 pt

Formatted: Font: (Default) Arial, 10 pt

Formatted: Font: (Default) Arial, 10 pt

Formatted: Tab stops: Not at 1"

|

