

Head Barista

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Company: Azadea Group

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Implements the set standards and follows hygiene & safety procedures

Prepare and serve the full range of beverages sold in the unit, monitor orderliness, tidiness and maintain eye-appealing display and smooth operations

Ensure events are communicated to the team to prepare needed items accordingly

Respond to customer inquiries, complaints, and incidents in a positive manner and guarantee guest satisfaction

Control the end-of-month inventory and ensure the replenishment accordingly

Administer stock arrangement, products' expiry date and daily requisition orders from the suppliers as per the approval of the Shop Manager

Verify the appliance of the log book notes by the Barista staff

Monitor the Barista staff performance and report to the Manager all discrepancies affecting procedures, quality and/or standards

Research, study and suggest new ideas for the beverage menu that could contribute to meeting/ exceeding the set targets

Technical Degree in Food and Beverage or Hospitality Management

Commercial Understanding: level 3

Attention to details: level 3

Communication Skills: level 4

Customer Focus: level 4

Driving and Achieving results: level 3

Initiative: level 4

Teamwork: level 2

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