

## POSITION PROFILE

### Position Title: Starbucks Coffee Worker II

**Position Summary:** *Describe the positions purpose and overall role in the organization. Identify major job objectives and initiatives.*

- Sets up Coffee Station
- Receives verbal instructions from customer and prepares coffee according to recipes instructions.
- Provides highest quality of service to customers at all times.
- Follows basic recipes and or product directions for preparing and serving coffee products.
- Washes dishes, work tables, walls, refrigerators.
- Mops, sweeps and cleans work area.
- Remove trash to designated areas.
- Cleans equipment using specific chemicals to insure sanitary standards.
- Stock beverage area or other assigned area.

**Typical Knowledge and Skills:** *Identify the qualifications to competently perform the job. List any, language(s), software or registrations required to perform this job. Please describe the typical writing speaking and presentation skills required for this job and identify the audience.*

Learns and applies procedures and processes to meet the requirements for the position. Ability to effectively communicate and receive information in a manner easily understood by fellow employees. Already knows Starbucks recipes and guidelines.

#### **Typical Requirements:**

- Education or Equivalent Experience: High School diploma or GED or equivalent experience.
- Supervisor/Managerial Experience: None
- Function Specific Experience: 1+ year of related work experience.
- Certification Requirements: None

**Supervision:** *Identify the level of supervision received and provided.*

**Supervision Received:** Supervisor provides close supervision involving detailed instructions and Constant checking on work performance.

**Supervision Provided:** None.

**Working Conditions:** *Describe the physical environment in which the job works and any special physical qualifications required (safety hazards, visual/hearing acuity or unusual conditions).*

Work is performed in an area that is adequately lighted and ventilated.

Physical Demands: Specific physical characteristics and abilities are required to perform the work such as agility, dexterity and long periods of walking, standing, bending, carrying or lifting supplies and equipment weighing 30 pounds or more.

