



Volunteer Position: *Coffee & Cookie Support*
Overseen By: *Operations Director*
Time Commitment: *We are looking for a volunteer to serve 1-2 times a month in the barista position for a minimum commitment of 3-4 months.*

Purpose of Position:

This role is to provide a welcoming environment to both existing members and new visitors of SVA while preparing self-serve coffee and cookies on Sunday mornings. We provide this environment with a welcoming smile and a comforting beverage of the guest's choice at the café or through the other options available.

Responsibilities & Expectations:

- *Arriving at-least 20-30 minutes before service to setup and ensure everything is ready for service*
- *Greeting all customers with a smile as they walk up*
- *The Support persons responsibilities include educating customers on our beverage menu and taking the guests orders*
- *Brew Drip coffee and keep carafes full*
- *Bake and stock cookie trays*
- *Keep the espresso and café area clean*
- *Report any maintenance needs to operations director*
- *Cash handling and operation of a POS system*
- *Comply with health and safety regulations.*
- *Communicate customer feedback to operations director and recommend new menu items.*
- *Passionate about cookies, and have a great welcoming demeanor.*
- *Helps to maintain positive volunteer morale.*
- *Ensures excellence in coffee preparation and Guest experience.*
- *Stay knowledgeable about Menu offerings*
- *Consistently and efficiently prepare excellent quality beverages*

Special Qualifications for this Position:

- *Having coffee experience is not required but is preferred.*
- *Must be 16-years-old or older*