

# Apothecary Espresso and Coffee

23366 Farmington Road, Farmington, MI 48336

## Job Description

**Job Title:** Barista

**Reports to:** Shift Leader/Manager

**Statement of Purpose:** Serves as a beverage production specialist while simultaneously upholding the expressed Apothecary values of hospitality and kindness.

**Major Tasks, Duties, and Responsibilities:**

- Welcome visitors by greeting them with a smile, whether in person or on the phone.
- Answers phone calls in a friendly manner and responds accordingly with appropriate information.
- Maintains safe and clean working environments by complying with procedures, rules, and regulations outlined during training and in the policies and procedures.
- Responsible for creating and maintaining a professional, clean, caring, and welcoming work environment.
- Maintains security in facility by monitoring merchandise, following proper opening/closing procedures, and remaining vigilant of potential dangers to visitors and staff.
- Resolve conflicts or anticipate potential conflicts in a positive and visitor friendly manner.
- Performs other duties as required/directed.

**Skills, Abilities, and Educational Qualifications:**

- Experience in a fast-paced customer service environment is preferred.
- Maintains professionalism and confidentiality at all times.
- Advanced interpersonal communication skills with a friendly and professional demeanor.
- Ability to greet, assist, and develop rapport with visitors, staff, and other individuals we may encounter.
- Able to multi task while remaining calm under pressure in time-sensitive scenarios. Ability to identify areas of improvement, offer productive solutions, and participate in their resolution.
- Be a good steward of resources and suggest ways to increase quality and efficiency.
- Strives to exceed visitor expectations in the areas of hospitality, service, and quality of product.
- Computer skills that include data entry, reading from a computer screen, and email communication.
- Ability to handle multiple forms of currency throughout the process of completing a business transaction.

# Job Application

FULL NAME:

\_\_\_\_\_

Last

First

M.I.

ADDRESS

\_\_\_\_\_

Street

Apartment/Unit #

\_\_\_\_\_

City

State

ZIP Code

PHONE

\_\_\_\_\_

ARE YOU A CITIZEN OF THE UNITED STATES?

IF NOT, ARE YOU AUTHORIZED TO WORK IN THE U.S.?

\_\_\_\_\_

HAVE YOU EVER BEEN CONVICTED OF A FELONY?

IF YES, EXPLAIN:

\_\_\_\_\_

## Education

High School: \_\_\_\_\_ Address: \_\_\_\_\_.

Dates Attended: From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? \_\_\_\_\_.

College: \_\_\_\_\_ Address: \_\_\_\_\_.

Dates Attended: From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? \_\_\_\_\_ Degree: \_\_\_\_\_.

## Professional References

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_.

Company: \_\_\_\_\_ Phone: \_\_\_\_\_.

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Please list your last three employers.

Business Name: \_\_\_\_\_ Manager's Name: \_\_\_\_\_  
Phone: \_\_\_\_\_ Length of Employment: From \_\_\_\_\_ To: \_\_\_\_\_

Business Name: \_\_\_\_\_ Manager's Name: \_\_\_\_\_  
Phone: \_\_\_\_\_ Length of Employment: From \_\_\_\_\_ To: \_\_\_\_\_

Business Name: \_\_\_\_\_ Manager's Name: \_\_\_\_\_  
Phone: \_\_\_\_\_ Length of Employment: From \_\_\_\_\_ To: \_\_\_\_\_

MAY WE CONTACT YOUR REFERENCES FOR A TESTIMONIAL? YES NO

**Open Response:**

We'd like to get to know you! Below are a few writing prompts for us to catch a glimpse of the experiences that have shaped you as a person. Feel free to respond in as many, or as little, words as you'd like. This is simply an opportunity to share more nuanced and substantive information about yourself:

- We at Apothecary acknowledge the fact that most of the work we perform is hospitality-based. Whether through in-person, digital, or telephone interactions, you will be performing services for a wide variety of individuals from all walks of life. Please provide an example from your own experience when you were required to help someone in need. Additionally, have there been any times when you were required to help someone who didn't want help? How did you handle that experience?



- We at Apothecary understand that the decisions we make every day will affect our future. We are constantly attempting to impact others in a positive way, but must not lose sight of ourselves during the process. With that in mind, where do you see yourself in the near future (5 years)? What skills do you hope to have learned/built before then, and how can we help guide you closer to your own goals?

**Disclaimer and Signature**

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_