



Barista Internship Program

Description

We are searching for an engaging, courteous Barista Intern who is passionate about food and beverage preparation and education. **The desire to learn and experience personal and professional growth is paramount to successful completion of the Café X internship.** Barista Interns will be trained to become baristas and business owners through cooperative participation in Café X operations. In this non-hierarchical, energizing, and flexible work environment, participants will be trained to prepare coffee, serve customers, and organize a community gathering space. Once these basics are mastered and owner-employee relationships developed and nurtured, participants have the opportunity to become co-owners.



Qualities

To succeed as a Café X Barista, you should be committed to providing customers with excellent service. You should be positive, friendly, knowledgeable, and polite. To succeed at Café X, you will need to be committed to participating in a cooperative team, loving, embrace servant-leadership and bring your skills, talents, and soul to the work.

Barista Intern Responsibilities

- Welcoming customers, informing them about specials or new items, answering questions, and accepting orders and payments.
- Preparing foods, such as sandwiches or baked goods, and grinding and blending coffee beans, brewing coffee and tea, and serving items to customers.
- Packaging food and beverages for sale.
- Selling coffee and tea blends and brewing equipment, highlighting the differences between items and educating customers about brewing methods.
- Cleaning and restocking work and dining areas, emptying trash, and sanitizing equipment and utensils.
- Learning about brewing methods, beverage blends, food preparation, and presentation techniques to improve food quality.
- Updating signage and displays to attract customers.
- Taking inventory and replenishing items in display cases, at tables, or behind the counter.
- Lead and support Café X community engagement activities and events
- Adhering to all food safety regulations and quality controls.



Learned Skills

Identified Skill	Goal for Obtaining Skill	Method for Achieving Skill
Customer Service/Host Service Training	Pass practical mock service exam; Soft skills, communication, correcting mistakes and dealing with difficult customers	Written standards, and role play with trainer and owners;
Cash Handling	Pass written test for correct procedures and demonstrate competence in practical application; Opening and closing out with deposit forms for balancing; Ensure participants know how to count money and count back appropriate change	Written standards and practical training
Food Safety	Pass food handlers test; participants will have this resource to utilize at any establishment	Training, and review of published materials
Workplace safety best practices	Pass written test of safety policy standards	Review of policy, and staff training
Machine maintenance	Explain and demonstrate daily, weekly and monthly machine maintenance processes to gain technical expertise	Training and use of machine manuals
Gourmet espresso beverage preparation	Pass practical exam of menu items; enhance creativity and expressive drink-making	Demonstrated preparation of espressos
Leadership	Learning community (geographical, ethnic, etc.) culture for socio-economic empowerment and personal development; goal is to train leaders who are both self-aware and situationally aware to maximize growth potential	Workshops, organizing community event sessions and programming, hosting stakeholder meetings