Illuminate Coffee Bar

Barista Handbook

Welcome to the team!

## Illuminate Coffee Bar Barista Handbook

3rdEdition

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Welcome to the Team

Welcome to Illuminate Coffee Bar! At Illuminate, we are optimistic about the future and hope that your employment with us will be mutually rewarding. We look forward to an enjoyable and productive working relationship with you.

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About the Company

Operating Philosophy

Total guest satisfaction, inspired friendly baristas, craft coffee, and ambiance is our goal. Pursuant to this goal, we strive to provide high quality products and services to our customers. The work and attitude of our baristas is important to the success of our company. We strive to cultivate an atmosphere for our baristas that is hard working, growth-focused, and fun. In return, our baristas skillfully deliver pleasant, knowledgeable, and efficient service.

# Operating Objectives

**Guest Satisfaction** - When a guest leaves the cafe at the completion of a purchase, we want them to be totally satisfied with their experience and eager to return, and to recommend us to friends, family and associates. This means every beverage and food item that goes out to a customer should be made according to the instructions from the customer and prepared with the utmost attention to detail by the barista.

**Cleanliness & Safety** - We strive to maintain a clean, safe environment for baristas and guests. To accomplish this, all baristas receive training on machine equipment and are required to meet hygiene standards and maintain cafe cleanliness. This means that all baristas on shift must pay attention to the lobby as often as possible.

**Quality & Profitability** - This store has profitability and overall quality standards. Every barista should be constantly evaluating the quality of each drink they prepare and striving to reduce product waste. Keeping profitability in mind helps the business, and ultimately, you as well.

**Difference** - We strive to be a leader in our industry. Being different in the products that we offer and the use of our space. As a company, we make a difference in the lives of our customers and the community around us. As an employer, we love using the unique abilities of our baristas to display their creativity.

Logistics

# Hours of Operation

Mon - Fri: 6:30am - 6pm Sat - Sun: 8am - 6pm

# Company Contact Info

Management is responsible for keeping the phone lists current and accurate. Baristas are responsible for submitting an address/phone change to their manager.

| Name | Title | Address | Phone | Email |
| --- | --- | --- | --- | --- |
| Illuminate Coffee Bar |  |  |  |  |
|  | Owner, Founder |  |  |  |
|  | Assistant Manager: Operations & Inventory |  |  |  |
|  | Assistant Manager: Schedule, Events, Social Media |  |  |  |

Employment Basics

Roles

Newly hired baristas will start at the role of barista and be required to fulfill all the requirements of that role to their fullest potential.

# Barista

Every barista will fulfill customer orders on bar and at the point of sale. They will be responsible for routine daily and weekly cafe cleaning. Every barista will be expected to perform opening and closing tasks and all other tasks according to the checklist sheets.

Training

When new baristas first begin, they will be in ‘training’ phase that will last for the first 60 days or until a manager/owner tells them they have passed training.

Seasoned Barista

After the new barista has successfully passed their training period, they will be considered a seasoned barista. Way to go!

# Assistant Manager

Assistant managers will fulfill all the expectations of barista along with daily AM operational tasks. AMs should be viewed as coffee experts and cafe and customer service veterans. They are first points of contact for cafe operations. Their responsibilities include resolving customer questions or concerns, keeping track of and ordering inventory, and making milk and coffee orders.

# Manager/Owner

The manager will fulfill expectations of barista while ‘on shift’ on the bar or at the point of sale. The manager is also responsible for keeping up with all cafe operations not covered by AMs, including cafe and machine maintenance, completing orders to wholesale vendors, and revenue and barista growth.

Scheduling

The schedule will be posted on the Google Calendar that you were invited to when hired. The schedule will be posted two weeks ahead of time on Mondays and will run Monday to Sunday. Always pay attention to when you are scheduled as the schedule will have slight fluctuations each week. This is so that the are not more than enough people working and we can put more people where they are needed. This helps the company continue to stay in business! Any time off requests or changes to the schedule must be made to Brooke at least one week prior.

# Opening Shift

Openers will start at 6am followed by the second person at 7am during the week. On the weekends, openers will come in at 7:30am and the second will come in at 8am. Openers will be responsible for all the opening tasks needed to be done so that the cafe can operate, serve customers, take orders, and make drinks. Openers need to be alert, friendly, and fast.

# Mid-Shift

Mid-shifts will vary in time depending on the season and busier times of day. Mid-shifts will focus on completing orders with attention to customers and cleanliness. Mid-shifts may be sent home early by a manager or AM if the cafe is not busy enough to support them. Mid-shifts do not receive a lunch break.

# Closing Shift

Closers will come in mid afternoon and be responsible for doing all the closing tasks in a timely manner. This includes a focus on prepping items for the next day, cleanliness, customer service, and restocking.

# Paid Lunch

Baristas that are scheduled for shifts over five hours will receive a 30 minute paid lunch break to be taken with consent from the other barista on staff and when convenient. Shifts that are less than five hours (mid-shift), will not receive a lunch break. These shifts are short and only in place because they are needed due to higher sales volume.

Attendance

Baristas are held responsible for knowing when they are scheduled for shifts and showing up on time. ‘On time’ means 10 minutes early. Baristas will be able to clock in no earlier than 10 minutes before their scheduled shift and clock out no later than 10 minutes afterwards unless asked specifically by a manager or AM. Baristas that cannot work a shift they are scheduled are responsible for finding someone else to cover their shift and it must go through a manager approval 24 hours beforehand. Baristas that do not show up for their shifts within 20 minutes after scheduled will be considered a no-call no-show and will be written up. If an barista is a no-call no-show for two consecutive shifts, they will be considered to have abandoned their position and will be terminated.

Time Off Request

Time off requests needs to go through AM approval (Brooke) and must be requested at least two weeks in advance to be taken into consideration. Baristas do not receive paid time off.

Holidays

Illuminate Coffee Bar closes for:

* New Year’s Day
* Easter Sunday
* Thanksgiving
* Christmas Day

Illuminate closes early (times vary) for New Year’s Eve, Fourth of July, Labor Day, Halloween, the day before Thanksgiving, and Christmas Eve.

Policy & Procedure

Personal Appearance

# Dress Code

Baristas are required to wear their apron for the entire time they are on shift excluding bathroom and lunch breaks. The apron should be clean and tied properly.

All clothes should be clean and in good condition devoid of rips, stains, or bleached areas. Bottoms should not have holes in them that exposes any skin and should come down to finger tip length at least. Tops should not have any language or pictures on them that may be considered offensive. This includes political and religious statements. Tank tops, spaghetti strap, and tube top shirts are not allowed. Gym shorts and sweatpants are not allowed. Shirts or hats with logos of other coffee companies are not allowed.

Shoes must be closed toed and closed back, no sandals, high heels, or cowboy boots. Jackets shouldn’t be needed during shift but if worn, they should only be very light and not get in the way of doing your job efficiently and safely. Hats are okay so long as they do not have any offensive material on them.

Jewelry should not interfere with being able to fulfill the responsibilities of the job in a safe and efficient manner.

Wearing your Illuminate or Caffe Yolly shirt is encouraged. It is also encouraged that baristas ‘dress nice’ for weekend shifts.

# Grooming Standards

It is important that all baristas have a clean and professional look that inviting, friendly, and unoffensive to guests. Every barista is vital to the overall quality of the guest experience, ambiance, and reputation of the cafe. This look enhances the guest experience.

Hair should be clean and hair longer than the jawline should be worn back. Fixing hair and other personal items should be done in the bathroom or kitchen and not behind the bar.

False fingernails are not allowed. Painted nails are okay so long as their length does not interfere with the safety and efficiency of the job.

Strongly scented fragrances (perfume, cologne, after shave, body oils & lotions) are not to be used when working, out of respect for the aroma from the coffee and sensitivity to guest and coworker fragrance allergies. This includes awareness of body odor; your smell should not overpower the smell of coffee.

Standards of Barista Conduct

For the safety of our baristas and guests and to enable us to run the business in an efficient, profitable manner, certain standards of conduct must be maintained. Failure to conduct oneself in a proper manner or violation of any of the house rules may be grounds for dismissal. For this reason, it may be helpful to identify some examples of types of conduct that are impermissible and may result in disciplinary action, up to and including termination. Although it is not possible to provide an exhaustive list of all types of impermissible conduct and performance, the following provides some examples.

1. Clock in, at the appointed work station, in full and proper uniform, ready to perform the job duties at your scheduled start time.

2. Follow all uniform, personal appearance, and grooming standards.

3. Notify the supervisor in advance if unable to report to work due to illness or other

reasons. Baristas should be prepared to furnish a doctor’s note or other verification

upon request if management feels that circumstances warrant one.

4. Follow all health and safety, food safety and personal hygiene rules and procedures at

all times. Do not come to work with a communicable disease without a doctor’s approval.

5. Be a responsible user of Company equipment and/or supplies assigned to you.

6. Treat all cafe guests, baristas, management and vendors with respect,

cooperation and politeness.

7. Project a positive, friendly attitude while working (guests don’t come to coffee shops to

be “bummed out”).

8. Do not chew gum or tobacco while on duty.

9. Do not eat behind the bar or point of sale. Eat while sitting at the bar or in the kitchen.

10. Do not steal from the Company. Report any pilferage you see or hear about.

11. Do not neglect job duties or responsibilities or interfere with fellow baristas or

supervisors in the performance of their job duties.

12. Do not falsely report or falsify claims of accidents, injury or illness.

13. No Barista may orally order food or beverages. All food and drink orders must be rung

through the POS system.

14. Do not serve any drink or food item that has not been perfectly prepared.

15. Do not use any of the cafe phones for personal calls without the permission of

management. Set cell phones on silent or vibrate mode. Any personal call should be taken in the kitchen and only in emergency with manager approval.

16. Do not knowingly cause waste or conceal any defective product. If a product is unsaleable or piece of equipment broken or unusable, report it to the Owner. You may not assume you can take it home.

17. Refrain from using profanity or abusive language while on duty.

18. Do not sleep on duty at any time.

19. Smoking on shift is not allowed. Do not clock into a shift smelling of smoke or alcohol.

20. Do not refuse to follow a supervisor’s orders. Failure to follow reasonable orders or

rudeness toward your supervisor constitutes insubordination.

21. Do not report to work under the influence of alcohol and/or drugs nor become under the

influence while on duty.

22. Do not assault anyone or participate in immoral or indecent conduct.

23. Do not violate any federal, state or local law while on the premises, including but not

limited to: gambling; possession or sales of illegal substances; contributing to the

delinquency of a minor or possession of an illegal weapon.

24. Do not engage in unlawful or improper conduct off the premises or during non-working

hours, which negatively affects work relationships with fellow baristas, supervisors,

the Company’s products, services, reputation or goodwill in the community.

25. Supervisors shall not engage in sexual relationships with subordinates.

26. Harassment, including sexual harassment, and discrimination will not be tolerated.

27. Interactions with guests should be friendly, warm, engaging, and genuine, never sarcastic.

28. Do not inappropriately use the Company’s computers, Email, Internet or telephone/voicemail system.

29. Do not go behind the bar if not on shift.

It should be remembered that employment is for an unspecified term and is at the mutual consent of the barista and the company. Consequently, either the barista or the company may terminate the employment relationship at will, at any time, with or without cause or advance notice.

# Use of Alcohol & Drugs

The use of alcohol and drugs is prohibited while the barista is on shift or on company premises. Reporting for work while under the influence of drugs or alcohol is strictly prohibited and subject to disciplinary action up to and including termination. The possession of any illegal substance while on shift or on company premises is subject to disciplinary action up to and including termination.

# Cell Phones & Personal Calls

Baristas are not to make or receive personal calls while on duty, except in an emergency, with your supervisors’ permission. Baristas are responsible for notifying friends and family of this policy. Personal calls may be made on cell phones while on break. Cell phone use is restricted to outside the cafe or in the kitchen. Cell phones should be turned to “silent” or “vibrate” mode while on duty; and used only during an approved break.

# Charitable Donations

Any solicitations for donations either verbal or written must be directed to the cafe owners. Verbal donation requests should be asked to send the request via email to \_\_\_\_\_\_\_\_\_\_\_. The cafe owners will review the request and decide what is appropriate to donate. The owners will review the request and the organization to see if it aligns with our specific values: empowering women, creativity, fitness, educators.

We receive many requests for monetary donations but as a policy we do not give out monetary donations. We are more generous with providing coffee for events and organizations.

# Lost & Found

Items that are left behind by guests are the responsibility of the guest to be picked up. When an barista notices a guest has left something behind, attempt to return it if they are still walking out or in the parking lot. Otherwise, put the item in the Lost & Found box in the kitchen.

# Right to Observe

In our ongoing effort to achieve the highest level of business efficiency and customer service, as well as barista security, Illuminate reserves the right to observe baristas in the cafe either by way of direct observation or though use of electronic devices. Illuminate has installed video cameras to monitor POS areas, work stations, and/or other general open areas where baristas may be seen by others. Therefore, baristas should have no anticipation of privacy in the workplace, with the exception of restrooms.

# Socializing On-Duty

Many guests assume it is correct to engage in lengthy conversation with on-duty baristas. Baristas need to develop the ability to inoffensively break away from friendly or unfriendly guests who try and monopolize their time. Some baristas feel it is acceptable for friends, boy/ girlfriends, spouses, and relatives to compromise barista work time. Spending too much time talking to or sitting down with friends while on duty is prohibited. There is a lot to get done in the cafe and other guests should never Friends should be the first to understand that you cannot engage in excessive, dramatic or idle conversation and that you must stay focused on your job while working.

# Outside Employment and School

Since many cafe baristas work part-time it is expected that many will have other employment. Outside employment should not affect the work of the barista while working for Illuminate Coffee Bar. If baristas’ hours are restricted due to another job or classes, it is the barista’s responsibility to notify management in advance of their availability. Once a schedule is posted, it is the baristas’ responsibility to notify the manager and cover the shift regardless of notice to management of availability. Illuminate Coffee Bar reserves the right to terminate an barista when availability becomes erratic or too limited due to other commitments.

# Confidentiality

Illuminate Coffee Bar adheres to transparency to the guest in a way that is informative but not replicable. Our drink recipes and house recipes are property of Illuminate and may not be given out to anyone outside of Illuminate employment. We hold these recipes as house specialties and they are not to be shared with anyone else.

Shop Operations

# Music

Music should always be played in the cafe! Music should be upbeat in the morning and afternoon. Music can be a little slower tempo in the evening. Music should never contain offensive language or swear words. Pop, folk, indie, soft electronic, soul, R&B, and jazz are all allowed. Music must be in English. The music player volume should be kept between 31 and 34 and NEVER go below 30. If a guest asks to turn it down, 30 is the lowest volume we can turn it down to according to policy. This keeps the cafe ambiance enjoyable, pleasant, and avoids awkward quietness.

Examples of music that is not allowed: honky tonk, country, rap, hip hop that contains swear words or offensive language, a cappella, solo acoustic, solo piano, orchestra, swing, party music, EDM, christian worship, heavy rock, metal, punk, or generally sad music.

# Lobby Floor

Watch the lobby floor at all times. Be attentive for children and messy guests and be prepared to sweep the floor after they leave. Having a clean lobby adds to the guest experience and cafe ambiance.

Check and restock retail items as soon as possible. This is necessary to keep the guest informed of their purchasing options and keeps the cafe profitable.

Chairs are to be pushed in and tables wiped often. It is acceptable to ask a guest if you may take their empty cup or trash from the table if you notice they have been finished with it for a while.

Sweeteners, water, and water cups are to be checked and restocked often.

# Spoilage

Occasionally we will have spoiled sandwiches, tacos, and pastries. These items will be placed either in the Illuminate bin or in the double door fridge in the kitchen. They are open to baristas to take home or consume on shift. These items are NEVER to be given to guests.

Guest Interactions

# When A Guest Asks…

* What’s good here? - This question usually comes from a first-time guest. First, ask if they’ve ever been in before. Then, ask what they typically drink or are looking for today. Focus on guiding guests towards our craft lattes and cold brew, but remember it is your job to meet the needs of the customer!
* What’s *your* favorite? - This question is tricky because you’re a barista. First, let guests know what your favorite is, then direct guests to our ‘most popular’ drinks: White Gold, Coconut Honey, and Mocha Nut. Telling a guest these drinks are most popular will help them understand that these are what we are known for and what other people come back to us for. After you’ve informed them of our craft lattes, offer seasonal drinks.
* Can I have ‘tall’… - Clarify what size the guest means by saying ‘We have 12, 16, and 20 oz.’
* Can I have a ‘macchiato’? - Clarify with the guest whether they mean a ‘caramel macchiato’ or espresso macchiato and explain the difference and offer our Sweet Caramel Latte.
* To turn the music down - lower the volume to 30. Turn it back up when they leave. We are cultivating an atmosphere and customer experience for everyone in the cafe. Music never goes off!!
* Put on some different music - do it so long as it is in the approved genre. If they ask for a specific song, say sorry, but we are unable to.
* Coffee to be reheated - put it in the microwave for 30 seconds.
* For over-the-counter medicine - we do not give out medicine to guests.
* How to make one of our house lattes at home, we can give out the ingredients but not the specific recipes. Our house recipes are proprietary information.

# Mistaken Order

If an order is made by incorrectly by mistake, apologize to the guest, let them know that you will be remaking their order immediately and offer to let them keep the mistaken drink if they choose. Remake this order before moving on to the other orders.

If an order is lost, and the guest never received their order, apologize to the guest and let them know that you will be making their order immediately. If the guest seems unhappy or frustrated, offer and sign a free drink ticket for them or offer them a pastry free of charge. It is our standard that we overcorrect mistakes and show the guests that we care about them.

# Unsatisfied Guest

If a guest is unsatisfied with their order, then we have failed on some part. It is the duty of the barista to guide the guest through the menu and help them find a drink they would most enjoy. If a guest is unhappy with their order, offer to make them something else, at no charge, that they would like.

If a guest is unhappy but does not want any other drink, apologize and offer a free pastry or free drink ticket.

Knowledge of Product

All baristas and AMs are expected to have FULL KNOWLEDGE of the products we serve. This includes the recipes we use for drinks, syrups, and sandwiches. This also means every barista will be knowledgeable of the coffee beans we use for each different purpose behind the bar (espresso, drip, cold brew, pour overs) and be able to inform a guest of their origin, roast profile, and flavor profile. Baristas will also be knowledgeable of the different retail coffee options.

Disciplinary Procedures

Baristas will enter the ‘training’ period when they first begin and will last for 60 days. Any infractions or knowing breaks of procedure will lead to an official write up and may be grounds for termination.

After training, seasoned baristas will be held to the following disciplinary procedures.

1. 1st Warning - Consists of a small Verbal Warning from AM about the infraction. This infraction will also be reported to the Owner by the AM.
2. 2nd Warning - Consists of a small Verbal Warning from AM about the infraction. This infraction will also be reported to the Owner by the AM.
3. 3rd Warning - Consists of a Verbal Warning and Official Write-Up from AM or Owner about the infraction. This infraction will also be reported to the Owner by the AM.
4. 4th Warning - This warning will mark a probationary period for the barista for 30 days. Barista and Manager/Owner will sign a document with acknowledgement of the incident with consent to change. If the manager does not see change in the probationary period, the barista may face termination.
5. 5th Warning - Grounds for termination.