

Shift Lead – Front of House - Global Café

Job Summary

The ideal Front of House Shift Leader (FOH Shift Leader) at Vineyard Columbus is warm, welcoming, and relational. He or she is focused on creating a sense of community in the café while using his or her vibrant walk with God to stay Christ-centered in all things. This person is a leader, a caring coach, and a motivator. He or she has a strong self- and people-awareness while staying humble but secure.

Principle Responsibilities

Leadership:

Success requires working hand-in-hand with the Front of House Assistant Manager by establishing and maintaining a healthy flourishing working relationship comprised of mutual respect and excellent communication. Works with FOH Assistant Manager to develop and train volunteers, oversee volunteers at barista, smoothie, and cashier stations. Holding them accountable to goals and standards put in place.

Customer Service:

“Customer-first” focused. Using patience and strong business acumen, this person creates a collaborative, creative and fun environment while modeling a good work ethic. He or she is neat and well-kept in personal appearance but also keeps the café organized, clean and sanitary. He or she communicates the vision of the café well to both volunteers and customers.

Café Operations:

This person needs to be competent and consistent and is disciplined to hold themselves accountable.

Though detail-oriented and focused, this person is adaptable and remains flexible within the fast-paced environment of food service. Excels in performance of all FOH work stations (barista, cashier, and smoothie). Demonstrates a clear understanding of all menu items.

Set-up all FOH work stations and dining room according to standards set in place prior to opening of Café and tear-down and clean-up of all FOH work stations after closing of Café. And maintains cleanliness of FOH work stations and dining room throughout shift. Works with excellence and a sense of urgency.

Core Competencies

- Customer Focused
- Problem Solving
- Volunteer Coordination
- Organization
- Communication

Minimum Qualifications, Education and Experience

- 1 – 2 years’ experience in a customer focused setting, food-service preferred
- Previous barista experience preferred
- Satisfactory background check required for all positions

Physical Requirements

Constant standing/walking, Occasional stooping or kneeling. Occasional pushing, pulling, lifting or carrying up to 50 lbs. Constant reaching, turning, and performing precision work around kitchen equipment. Occasional Distinguishing, with a degree of accuracy, differences or similarities in intensity or quality of flavors and/or odors. Constant clarity of vision at near and/or far distances.