



Retail Shift Lead/Barista - Zia's Italian Caffè & Gelato Bar - El Dorado Hills, CA

COMPANY DESCRIPTION

Founded in 2009, Zia's Italian Caffè & Gelato Bar is located in the El Dorado Hills Town Center in El Dorado Hills, CA. We are a rapidly growing, Italian inspired espresso, gelato, and pastry shop, focused on serving delicious, high quality, inventive food that embraces the passion of Italy. We serve high quality, made-from-scratch breakfast and dessert pastries, flatbreads, house made gelato, and high quality espresso based drinks. Our menu changes based on seasonally available products. We make our pastries and desserts in house with high quality, local and/or organic ingredients. We have an amazing customer base, a happy and competent staff, and dedicated and passionate owners. Zia's has won many accolades from Style magazine, and the local newspapers. Zia's was awarded 2015 Small Business of the Year from the El Dorado Hills Chamber of Commerce. Learn more about us, at ziasgelato.com, or on our Facebook page at facebook.com/ziasgelato. Applications are available for download at <http://www.ziasgelato.com/contact-us--news.html>

JOB DESCRIPTION

We are looking for Retail Shift Leads/Baristas with exceptional customer service skills. We are seeking individuals with a love for espresso, creative ideas, an ability to have clear and honest communication, and a desire to be a part of a growing & thriving fast-paced restaurant with lots of heart that has fast become a vibrant community hub and gathering place. An ability to have fun and laugh is a serious plus, along with a commitment to success. We expect professionalism, a positive attitude, a strong work ethic, and a willingness to collaborate with restaurant owners, retail management, and other staff. Evening/weekend availability is a must.

General job duties include:

- Dedicated to consistently exceeding the expectations of our patrons
- Prepare food and beverage items with efficient use of products following Zia's quality standards
- Have the desire to learn and be able to receive constructive feedback
- Ability to multi-task and prioritize tasks in a fast-paced environment
- Follow safety and sanitary practices, maintenance and regulatory compliance
- Ensure all menu items are made to Zia's standards, displayed and plated beautifully and consistently
- Keep service and storage areas clean and extremely well organized
- Ensure patrons know they are welcomed and appreciated, and guide them through menu selections
- Able to prioritize tasks while putting our patrons first by serving them with a strong sense of urgency
- Maintain full and proper uniform appearance and general personal hygiene.

Job requirements include:

- Cash handling experience
- Ability to problem solve effectively, and use sound judgement
- Ability to work cleanly and efficiently with a strong sense of urgency
- Able to work well under pressure, and work in a positive manner with other staff members
- Great interpersonal skills
- Must be able and willing to work a flexible schedule of evenings, weekends and holidays
- Valid Food Handlers Card