

CAFE ☐

** The purpose of this manual is to provide a clear and specific guide to guarantee the optimal operation and development of the department, in order to serve as an instrument of support and institutional improvement.*

PURPOSE

Serving in the cafe and coffee center supports our values of **SERVE** and **CONNECT** and is an extension of Word of Life.

GOAL

Our goal is to create an environment for people to gather, engage, and have fun. As congregants gather, we give them an experience with high-quality food and specialty coffee drinks.

SERVE OPPORTUNITY DETAILS**COFFEE ROLES**

- **Barista:** Oversees specialty drinks
- **Brew Crew:** Responsible for brewing and replenishing all of our complimentary coffee
- **Time Commitment:** Volunteers are asked to serve starting one hour before service begins and 30 minutes after service ends.
- **Age Requirement:** 16 years or older

CAFE ROLES

- **Cafe Registers:** Ring up any food items
- **Grab and Go Register:** Ring up any food items in the grab-and-go area
- **Grab and Go Restock:** Responsible for keeping all items/soups restocked in the grab-and-go area
- **Food Prep:** Prepping the food for the grab-and-go/pastry cases and prepping pizzas
- **Kitchen Clean-Up:** Keeps the entire kitchen area sanitized, dishes washed/put away, floors swept, and kitchen counters cleaned at all times.
- **Time Commitment:** Volunteers are asked to serve starting one hour before service begins and 30 minutes after service ends
- **Age Requirement:** 16 years or older

SERVING GUIDELINES

- **Customer Service:** Greet each person as they enter your area, making eye contact. Keep the line moving, and never panic. Smile, have fun, and connect with your team and customers/church family!
 - **Accountability:** Whenever you leave your register, you must log out so no one will have access to the register. We are to be good stewards of what God has entrusted us with. It is important to be watchful to keep our registers accurate for inventory and financial purposes.
-

- **Presentation:** Let's keep our inventory neat and free from dust and unnecessary clutter at the register counter, shelves, and fixtures on the sales floor. Recover your area at the end of your service.
- **Ministry:** You are at the forefront. People are watching your expressions, how you answer their questions, and requests, and how you react. Always win them over with love! Smile and show the love of God that is shed abroad in your heart.
- **Schedule:** Please arrive on time according to the times in planning center schedule requests. Service time is one hour before service begins and 30 minutes after service ends. When you arrive on time, the team member serving before you is able to leave on time. Thank you for respecting others' time.
- **Communication:** Please let your service leader know if you are unable to serve well in advance so they can find someone to cover for you. In the case of an emergency/illness, please contact your service leader so the team can pray for you.

REGISTER/SALES FLOOR TRAINING

- **Login Information:** You can log in using your six-digit passcode assigned by the Cafe Director. Select register app.
- **Ringing up Sales:** Scan the item barcode or search by item in search mode.
- **Payments:**
 - **Credit/Debit Card:** Select charge and send to pin pad (customer follows prompts).
 - **Cash:** Select cash and choose from the options on the screen. Count back the correct change to the customer if applicable.
 - **Check:** Select check and enter the name of the customer in notes.
- **Discounts:** To add a discount to the sale, touch the item on the screen, go to the discount window, and select a discount percentage or dollar amount if applicable. Select check, and enter the name of the customer in notes. Another option is to touch on the three dots in the upper left of the transaction screen and select Add Discount.
- **Voiding Transactions:** Service leader approval is needed to void items.
- **Additional Details:**
 - Close open orders after performing price checks
 - Personal purchases must be rung up by team leaders
 - Church staff receive a 20% discount on all items
 - Always log off the register when not ringing up customers
 - Refunds are performed by the Cafe Manager only

CLEANING / CLOSING OUT

- Help clean your area and when finished help with the rest of the areas. Remember our service finishes when all the cafe has been wiped down and cleaned. This means countertops, pizza station, dishes, oven and floors.
 - Put away registers in the safe and make sure it's all accounted for.
-