

# BRISTA

**Baristas make and serve coffee in cafes, coffee shop chains, restaurants and hotels**

## **Skills and knowledge requirement**

You'll need:

- the ability to work well with others
- patience and the ability to remain calm in stressful situations
- the ability to accept criticism and work well under pressure
- customer service skills
- sensitivity and understanding
- the ability to work on your own
- excellent verbal communication skills
- a desire to help people
- to be able to carry out basic tasks on a computer or hand-held device

## **Day-to-day tasks**

Your day-to-day duties might include:

- preparing the coffee shop ready for opening
- taking customer orders and payments
- grinding fresh coffee beans
- preparing and serving sandwiches and cakes
- cleaning and tidying work areas, equipment and coffee machines
- creating displays of stock
- doing stock checks and ordering new stock
- cleaning and tidying the coffee shop before closing

## **Working environment**

You could work in a coffee shop.

Your working environment may be noisy and hot.

You may need to wear a uniform.

*Reference: <https://nationalcareers.service.gov.uk/>*