

FLEURS ET SEL JOB POSITION:

Retail Team Member (Barista & Front of House Customer Service)

The role:

- We are looking for passionate, personable, highly skilled and hard working individuals to provide an exceptional customer service experience for our guests. You will be the first person to welcome our guests as they walk through the door.
- As the Barista, you will be expected to skillfully craft the perfect beverage with consistency while working quickly & accurately. Ability to pour a beautiful cup of coffee with latte art required.
- 2+ years of relevant barista experience required.
- Prepare and serve hot/cold beverages using EVERSYS SuperAutomatic Espresso Machine
- Responsible for keeping the coffee station and larger establishment clean, stocked, sanitized
- Practice proper credit card/POS/payment handling procedures with a smile
- You will be responsible for replenishing the bakery case, ensuring all cookies are neatly arranged and stocked for the viewing pleasure of our customers and guests
- Assist with all cleaning duties as stated on opening/closing and weekly checklists
- Adhere to all safety and sanitation guidelines to maintain a clean and safe work environment behind the counter and in the FOH area where applicable
- Package cookies for walk-in customers from bakery case, and hand off pre-orders to customers
- Act with a high level of detail and integrity when following instructions down to the bow tied

What you'll do:

- Provide a high level of customer service and hospitality: You will get the chance to interact with all kinds of people. We have a steady stream of regulars as well as people who travel from all over the world to try our products
- Ability to up-sell to our customers, offering them coffee & beverages, retail items, etc.
- Ability to convey to customers our allergy warning/knowledge of ingredients and cookie flavors
- Be an expert in all things Fleurs et Sel including how to order for our cookie drop, our catering/special orders availability, cookie care, and and be ready to offer informed suggestions to our customers to complete their order
- Smile and greet every customer that walks in the door with a warm "welcome!" Thank the customer for their business. These little things go a long way and are at the core of our business and relationships with our valued customers
- Operate our EVERSYS Enigma E'4 Superautomatic espresso machine and pour a beautiful cup of coffee for our guests. Latte art and previous barista experience is required (minimum of 2+ years of relevant barista experience required).
- You will take payment via our square POS system
- We often have brand-partnership/Pop-Up events and you will join our Team Leader in attending and working Pop-Ups. Responsibilities will include setting-up, selling ceremony, taking payment with our POS system, and providing guests an exceptional experience at our events

What we're looking for:

- Food Handler Permit Required
- 2+ years of Barista experience with ability to skillfully pour latte art and serve beverages with quality and consistency.
- Knowledgeable and passionate about all things coffee/espresso/matcha
- Qualities of a qualified candidate: Strong work ethic, personable, hardworking, dependable, reliable, self-motivated, professional, detail-oriented, clean, humble, and kind
- Team-player

- Ability to interact with customers – keep them engaged and make them feel comfortable at all times
- Handling customer orders including packaging cookies from our bakery case, neatly arranging cookies in bakery boxes, managing pre-orders, servicing walk-up customers, etc.
- Adaptability and flexibility – we are a small team and flexibility and adaptability is a must.
- You are someone that takes initiative and if you see something that needs to be done, you act. You may get pulled from the FOH to BOH if we need more hands to package orders, clean, etc.

Working Conditions & Expectations:

- Part time (~20 hours/week)
- Multi-shift availability needed, open-availability preferred
- Availability to work 3-4 days a week, 6-8 hour shifts as needed.
- We are currently open Wednesday - Saturday. Closed, Sunday - Tuesday.
- Weekend availability (Saturday only), Holiday availability required
- Bakery Hours (12-5PM Wednesday-Friday, 10AM - 4PM Saturday)
- Report to work as scheduled and fulfill all position requirements for the duration of shift
- Wear employee uniform and follow all guidelines of employee handbook

Physical Requirements:

- Be able to reach, bend, stoop and frequently lift up to 25-50 pounds
- Be able to work in a standing position for up to 8 hours
- Can work well under pressure, multitask, and maintain a consistent pace through the shift
- Attention to detail, quality, and connection
- Previous Barista experience and customer service experience required (2+ years)

Compensation/Benefits:

- \$17-\$18/hour (based on previous work experience and commitment)
- Achievable growth/promotion opportunities
- Opportunity to do good - Fleurs et Sel partners with several charities and community organizations
- The opportunity to be a part of special memories that happen daily in our bakery
- One of the first employees of Fleurs et Sel at our brand-new, beautiful and highly anticipated Bakery

About Fleurs et Sel:

Fleurs et Sel is a small, locally-owned baking company started in April of 2020. In the face of the Covid-19 Pandemic and with more time at home with family and friends, Lara was inspired to follow her passion for cooking and community. Lara's first cookie recipe was the sea salt chocolate chip cookie. She baked two dozen cookies and delivered them to her friends all over Los Angeles. Her cookie deliveries started out as a fun way to spread some love and make quarantine a little more "sweet." Shortly after, Lara started delivering to many of her loyal customers from Nordstrom to re-connect and express gratitude during these challenging times. Before she knew it, her cookies were drawing long lines of loyal cookie fans to her home in West Hollywood, California and partnerships with major companies including Amazon, Apple, Netflix and HBO were born.

Fleurs et Sel is proud to be a minority owned business. Lara is transforming the baking industry with a digital-first approach and a sharp focus on giving each customer a beautiful and personalized experience. Lara is very excited to bring her sweet treats and the Fleurs et Sel experience, centered around **cookies, compassion and community**, to the greater Los Angeles community through weekly Pop-Up shops and one day, a store front and bake shop.