



THE HIRE TALENT
A TALENT ASSESSMENT COMPANY

Interview Questions Barista

Prepare or serve specialty coffee or other beverages. Serve food such as baked goods or sandwiches to patrons.

Composure and Customer Service

- What does customer service mean to you?
- What would you do if a frustrated customer complained about a problem with the food/beverage quality?
- Tell me about a conflict you handled well and one you didn't handle well.
- How do you go about establishing rapport with a new person?
- How do you decide when to involve your manager with a customer's concern?
- Tell me a time when you deviated from standard procedure when addressing a customer's concern.
- What process do you use to calm an upset customer?
- Tell me about a time when you had difficulty understanding a customer. What did you do?

Barista Processes

- Tell me about a time you learned how to use an order entry system and cash register.
- What is your experience working with coffee/food preparation equipment?
- Can you tell me the difference between a cappuccino, a latte and a macchiato?
- What would you say is your best and worst specialty coffee drinks you make and why?
- Do you enjoy coming up with your own specialty drink combinations? If so, what have you created and how would you describe it?
- How do you clean and maintain a professional espresso machine? What can happen as a result of infrequent cleaning?

Organization and Time Management

- How do you manage your time? What would you do during times when there are no customers?
- How do you organize your workspace?
- Are you able to remember multiple customers' orders?
- Please provide me with a few examples that demonstrate your multitasking skills as a barista?

Communication

- A new customer comes into the cafe and is unsure what to get. What do you suggest to them from our menu and why?
- How do you share information with other coworkers? How do you decide what's important?

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