

## Welcome

*Hub Coffee*  
*hubcoffee.cc*  
*641-455-0060*

*133 W 2nd St.*  
*Ottumwa, IA*  
*52501*

Hub Coffee

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*We are a non-profit coffee shop that believes in creating a space where people can come to connect, relax, and feel at home. For our employees, we see this job as an opportunity to encourage growth both personally and professionally.*



**We enable our customers to have good experiences and give them a place to work and unwind.**

We specialize in craft coffee, bubble tea, and other cafe drinks. We believe in encouraging our customers to try new things while avoiding making them feel inferior. We have a unique ability to blend the cool with the classic, creating something that is timeless yet fresh.

We offer a full range of cafe drinks including:

#### COFFEE

*Espresso Drinks*  
*Pourover & Drip*  
*Cold Brew*

#### TEA

*Loose Leaf Teas*  
*Bubble Tea*  
*Chai Tea Lattes*  
*Matcha*

#### MORE DRINKS

*Fruit Smoothies*  
*Limeade*  
*Hot Chocolate*  
*Frappes*

#### FOOD

*Pastries*  
*Nut bars*  
*Snack Boards*  
*Fresh Fruit*

*what we do*



**We see our success as our team's success. Our top priority is our team--before customers, before sales, before coffee. We do not do this perfectly; we are always in the process of improving. However, these principles are what we are striving for as our ideal.**

#### DRESS CODE

Team members should always be clean and err on the side of overdressed. For food and safety considerations, team members must wear closed-toes shoes, have their hair tied back, and wear clothing that is knee length or longer, has sleeves, and has no low necklines.

#### ATTITUDE

Team members should maintain a calm and positive attitude at all times. Our guests should always be treated with kindness, care, and generosity. Team members should be respectful at times and should refrain from inappropriate language such as cursing, slander, or unkind comments.

#### SHOP CONDUCT

The goal of each team member should be to complete all of the tasks required of their shift in a way that balances efficiency and quality. Team members should always be considering how their actions impact our guests and others on the team.

#### EMPLOYEE CARE

All team members have a 50% discount when not working the coffee bar. While on bar, all food and drinks are free. Team members will also be able to take the Staff Discount on all merch items. Team members will be provided with parking permits and any parking tickets that are due to permit lapse will be taken care of.

*employee policies*

**We currently have two essential shifts per day: Open, 6a-11a and Close, 11a-6p, and an optional cover shift from 8a-1p. All shifts have responsibilities that they must complete.**

Opening shift should work to complete all of the daily cleaning tasks every day. Closing shift should work to complete the weekly cleaning tasks as well as maintenance and closing cleaning. Cover shift will work to support both opening and closing with completing these tasks.

All shifts should maintain a high level of cleanliness in the bar.

## *Opening Shift*

*Dial in espresso*  
*Make drip coffee*  
*Turn on the water tower*  
*Turn on cup sealer*  
*Start drawer*  
*Set out cloths for each station*  
*Fill customer water dispenser*  
*Unlock doors*  
*Set out sidewalk sign*  
*Turn on music*  
*Turn on lights*  
*Stock everything*  
*Clean bathrooms, front doors, floors, and check laundry*

## *Closing Shift*

*Wipe down counters, grinders, machines, and sinks*  
*Wipe down tables*  
*Mop behind bar*  
*Clean espresso machine*  
*Clean out espresso drain*  
*Empty limeade drain*  
*Empty stainless utensil holders*  
*Double check all items are stocked*  
*Double check bathrooms*  
*Discard all coffee and espresso grounds*  
*Empty coffee carafes*  
*Wash all dishes*  
*Empty customer water jug*  
*Turn off the blender*  
*Turn off the cup sealer*  
*Put dirty towels in wash room*  
*Empty all trash*  
*Close and lock register, leave starting drawer total*  
*Zamboni Main Floor*  
*Turn off music*  
*Turn off all lights*  
*Lock and Check All Doors*  
*Empty Espresso Beans*



*shifts*

## Next Steps

**Once you become a part of the team, our first step will be to set up a training schedule. We will get you connected with the apps that we use and work out what days will work best for training. This may be done in person, via email, or Zoom. Once everything is set up, training will begin! You will have two-three weeks of training prior to working a regular shift. At the end of training, we will decide what shifts you will regularly work.**

Please read over the contents of this packet to make sure you're ready to start training. This will give you a good idea of what to expect and will hopefully answer any questions that you have prior to starting.



### ADDRESS

133 W 2nd St  
Ottumwa, IA 52501

### ONLINE

[hubcoffee@thebridgechurch.cc](mailto:hubcoffee@thebridgechurch.cc)  
[hubcoffee.cc](http://hubcoffee.cc)

### PHONE

+1 641-455-0050

*Amount of Training Days: 1-2*

*Amount of Training Days: 2-3*

*Amount of Training Days: 2-3*

*Amount of Training Days: 3-5*

## Orientation

To start training, we will make sure that you are signed into all of the apps we use and go over how to use them. We'll also go over our employee policies. You'll get a tour of the shop and we'll go over the cleaning tasks. We'll also begin walking you through our register and how to take orders.

STAGE ONE



1

## Coffee & Espresso

The next step will be to begin teaching you about coffee preparation. For this, we'll use a combination of videos and hands-on learning. You'll learn the basics of how to brew espresso, drip coffee and pourovers. You'll also be taught how to steam milk.

STAGE TWO



2

## Other Drinks

Next, we'll begin to go through our recipe book starting with Bubble Tea and our other drink categories. You will begin making these drinks when someone orders them as well as taking orders as much as possible.

STAGE THREE



3

## Practice

Finally, you'll begin to put all of the information you've learned into practice. You will work the bar while other baristas are also working so that they can assist when you have questions. You will go through a full opening shift and a closing shift with another barista so they can show you the process. Once you feel confident in your ability, you'll be on your own!

STAGE FOUR



4

*How much will I be paid?*

We pay \$8/hr during training and \$10/hr+tips once you are scheduled for regular shifts. You will be able to take home all cash and non-cash tips. Our staff make anywhere from \$1-\$5/hr in tips.

*How will I be paid?*

We use a system called Gusto for payroll. Your checks will be automatically deposited and your paystubs will be sent to your email and can be accessed through your Gusto account.

*How many vacation days can I have?*

We do not have a limit on vacation time. We do ask that you check for time off well in advance and understand if no one is able to cover your shifts. We ask that all team members be considerate and willing to occasionally work extra/different shifts to allow everyone an opportunity to take time off.

*What happens if I get sick?*

If you get sick, let the manager know as soon as possible and we will find a way to cover your shifts.

*What happens if I am offered another job?*

Anytime that you are considering another job, please let us know as soon as possible, even if it is not a sure thing. It can take up to four weeks to train in a new employee, so as much notice as possible is greatly appreciated.

*What if I am not enjoying the job?*

If you find that working with us is not what you expected or is simply not for you, please do not hesitate to let us know. We do not want you to be miserable. Our success is our team member's success, and if you are not happy working in this job, we want to know. We will either try to find a resolution or help you decide if you should move on.

*What if I have a problem with another team member?*

If there is a problem with another team member, please share your concern with your manager. If possible, have a kind conversation with the team member. If the manager is the person you are struggling to work with, either have a conversation with them or with Hub's Director if you are not comfortable speaking to them directly.

*What if I have a problem with a customer?*

To the extent that we are able, we want to make our customers happy and satisfied. Try to accommodate any requests that they have and be quick to offer a refund or additional free drink in the event of an issue with an order. If a customer becomes a regular problem, let the manager know.

*What is your policy about arriving late to work, early to work, or leaving early?*

We ask that all team members try to arrive as close to their scheduled time as possible. We have tried to schedule shifts to accommodate for someone to occasionally arrive late, but encourage this to not become habitual. If you want to arrive early to your shift to have more time to complete your shift's/position's tasks, you are welcome to do so. For shifts that overlap, you can leave early provided you have completed the tasks for your shift and the other team member doesn't need you to cover the bar. For the closing shift, if you have completed all other closing tasks, and there are no guests in the shop, you can close the drawer and lock the doors up to five minutes early.

*How long will training take?*

Depending on the training schedule, availability, past experience, etc. training will take 3-4 weeks.

*Can I bring a book/laptop to work?*

Provided all of the tasks of your shift are completed, you are welcome to read, work, or study. We do ask that you not spend time on your phone except to watch coffee training videos and to briefly message people. Any time you are not in the bar area, be sure to quickly respond when a guest enters the shop and never treat guests like they are an inconvenience.