

Daniel's Coffee Blog

RAD! NEW!

Am I still a barista?

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I have posted a lot of stuff about cuppings and competition and other random stuff lately. Probably there are some of you who are wondering if I am even doing any real, honest work these days.

Well, I am proud to say that I have been working morning shifts as a barista at [Jack's Stir Brew Coffee](#) in Manhattan. Jack's has two stores, one in Greenwich Village, and one downtown by the South Street Seaport. I work mainly at the Village location. I do mainly the busy morning shifts, and I am also the store manager.



When I applied for the job, I *knew* I had heard of Jack's before. Turns out it was listed in the same [2006 Food and Wine article](#) about the top coffee houses in the country as my old home [Victrola](#) (not to mention Gimme!, Ritual, Ninth Street, Murky, Zoka, and Vivace). I'm not sure it's completely on the "third wave" radar yet, but give me time. ;)

Jack's is a really fantastic place. First of all, it's incredibly popular. I have learned a lot in the few months I have been there: a lot about how to create a warm space that people will want to come back to again and again, how to reach out to your customers and really get to know them, and how to work with three other people in a space the size of a walk-in closet! Of course I have been in customer service work for eight years now; I already knew the importance of good service skills. But Jack's takes it to a new level. There are

prize-winning [David Turnley](#)), and Jack himself lives upstairs and comes down and enjoys his morning coffee with the customers. It's a quintessential tiny Manhattan space. Since there's no room on the floor for a milk-and-sugar station, the baristas do it for you, which leads to the staff *really* getting to know what each customer wants (New Yorkers can be an ... *exacting* bunch, let us say).

Recently, I have been put in charge of quality-control at Jack's. This means I am doing one-on-one trainings with each barista and general education for the whole staff. I am doing equipment maintenance (new burrs on the grinders, advice and troubleshooting on the machines). We're taking a trip up in early July to see Jack's roaster in Vermont. All's I can say is the place is already wildly popular and it's only going to get better.

Also: gotta love the staff...



Jack's is starting to carry the most beautiful, luscious milk from Hudson Valley Fresh, which I [blogged about before](#). The espresso is a **dark** Sumatra-Mexico blend. More on that after I pay a visit to the roastery in a few weeks.

So that's that. If you are in New York, come on by in the morning (I am there early) and I'll make you a latte with the yumminess, etc.

Oh! Did I mention we just got a new La Marzocco GB5 at the Greenwich store? Because we just got a **brand new La Marzocco GB5** at the Greenwich Store!

Here's a shot of proud papa with his new baby:

