

**Forster Foods Inc**  
**Operating as Starbucks Drive Thru Café licensed store**  
**Regina, Saskatchewan**

Forster Foods Inc is a private local company that operates Starbucks Drive Thru Café licensed stores in Regina. We are looking for enthusiastic individuals that will work closely with the management team of Forster Foods Inc and Starbucks Corporate representatives.

To learn more about Forster Foods Inc, our Partner Perks & Benefits (FT & PT), and to apply online, visit: [ForsterFoods.ca](http://ForsterFoods.ca).

### **OVERVIEW**

How about the chance to represent one of today's most recognizable brands?

Assistant Managers inspire our customers while developing management skills on their journey to running a great store on their own. The role provides the opportunity to manage store operations, drive business results, lead a team and develop talent—allowing those partners to become the very best they can.

Starbucks is known for developing extraordinary people who drive business success by doing the right thing for partners (employees), customers and communities – globally. As a Starbucks leader you are driven by a deep sense of purpose. You are aspirational - never a bystander. You take action to make a positive difference every day, and you inspire others to do the same.

This role is a hands-on experience that develops your supervisory experience, coaching skills, coffee/ tea passion and business acumen, all to build your understanding of store management. You will learn how to create success for a multi-million-dollar business, create and develop great teams, and building a meeting place in your community that nurtures customers. These foundational principles set up partners for success for careers in store management and leadership.

### **YOU'D MAKE A GREAT ASSISTANT MANAGER IF YOU**

- Consider yourself a “people person,” and enjoy meeting others.
- Love working as a team and appreciate the chance to collaborate.
- Understand how to create a great customer service experience.
- Have a focus on quality and take pride in your work.
- Are open to learning new things (especially the latest beverage recipe!).
- Are comfortable with responsibilities like cash-handling, store safety, shift management, team leadership, etc.
- Have strong team management skills.
- Can keep cool and calm in a fast-paced, energetic work environment.
- Can maintain a clean and organized workspace.
- Have excellent communications skills.
- Enjoy coaching, teaching, and training others.

## REMUNERATION

Full-time positions available with flexible hours. Minimum of 8-hour shifts required. Starting salary to be determined based on experience of successful candidate. We are excited for new partners to join our team, build lasting relationships, and add value to the Starbucks experience!

## PARTNER PERKS & BENEFITS

Forster Foods Inc is proud to offer a comprehensive Partner Perks & Benefits package to all full-time and part-time partners as follows:

- Physical Health
- Mental Health
- Partner Support
- Partner Beverage, Markout & Discount
- Partner Recognition & Rewards
- Career Development
- Giving Back Program

## SUMMARY OF EXPERIENCE

- 2 years of retail / customer service management experience.
- Strong organizational, interpersonal, and problem-solving skills.
- Entrepreneurial mentality with experience in a sales focused environment.
- Minimum High School or GED.

## REQUIREMENTS

- Legal documentation establishing your identity and eligibility to be legally employed in the country in which you apply.
- Ability to work full time (the work regularly demands in excess of 40 hours per week) including variable hours including early mornings, evenings, weekends and/ or holidays.

## PRIMARY ROLES AND RESPONSIBILITIES

Using a mix of online learning, classroom training and hands on mentorship, you'll learn how to:

- **Grow a successful, multi-million-dollar business:** drive sales leveraging your business acumen, efficiency and problem-solving skills.
- **Nurture talent & lead a team:** engage the hearts and minds of your team and develop their skills so that they realize their personal best, both as individuals and as thriving teams.
- **Inspire others:** become a dynamic brand ambassador dedicated to driving and achieving results through your team.

## EXAMPLE BEHAVIOURAL DIFFERENTIATORS

- Applies problem solving skills to effectively address Barista, Customer and Business problems.
- Upholds quality standards and actively coaches others to deliver high-quality, handcrafted beverages and food.
- Holds team accountable for using operational tools and following Routines and procedures.
- Challenges self and team to deliver store goals and expected results tied to Barista, Customer and Business.
- Can view the store through the lens of the customer, proactively assesses the store's level of customer service and identifies appropriate action steps and measurements towards solutions.
- Demonstrates strong problem-solving abilities and can identify root causes of problems and identifies appropriate action steps and measurements toward solutions.

- Understands the importance of meeting store goals.
- Drives individual behavior to deliver results through others.
- Understands the store financials, identifies trends and shares ideas to improve results.
- Acts as a champion for local organizational changes.
- Communicates messages to associates in a relevant and meaningful ways.
- Is persistent in the face of uncertainty and helps the team remain focused and calm in times of change.
- Can work with limited direction.
- Initiates ongoing development discussions with manager.
- Can drive personal development.
- Accepts and acts on feedback.
- Willing to provide feedback and ideas for improvement to their manager.
- Works collaboratively with team and inspires and motivates associates.
- Remains composed in difficult situations.
- Effectively removes obstacles that get in the way of teamwork.
- Champions team / store and organizational decisions and helps communicate the rationale behind them.
- Communicates with team in a clear, concise manner with openness and sincerity.
- Provides ongoing coaching and support to strengthen the performance of other associates.
- Teaches and coaches team on the Customer Service Vision and behaviors: Anticipate, Connect, Personalize and Own.
- Supports the team when products, promotions or work is new.
- Demonstrates strong ability and interest in helping associates grow.
- Provides ongoing feedback to others to strengthen performance.
- Proactively educates the team on products, promotions, and routines.
- Creates a positive team environment.
- Inspires, motivates, and builds confidence in others, leveraging each associate's strengths.
- Leads open and honest conversations with store team.
- Keeps an eye out for customers who might make great future associates and actively shares what they like about working in a Starbucks licensed store.

## RESUME AND INTERVIEW TIPS

Tailor your resume:

- Focus your objective or professional summary on the key skills you bring to the new role.
- Include relevant experience from the last 10 years, starting with most recent.
- Showcase your professional accomplishments; highlight how you've added value in your previous roles.
- Review the job posting thoroughly and ensure your experience reflects the themes and requirements of the role.

Prepare to interview:

- Research company culture by understanding Starbucks Mission & Values and reviewing Starbucks Canada Stories website.
- Familiarize yourself with behavioural-based interviewing. Prepare specific examples reflecting the competencies of the role.
- Visit a Starbucks store to observe the operation and familiarize yourself with our products.
- Engage with Starbucks Canada social media channels (ex: Instagram and Facebook).