

**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?

Baristas are the face of Starbucks. They are an important part of our customers' days, and experts in handcrafting delicious, perfect beverages. Baristas personally connect and create moments that make a difference and work together to create a welcoming store environment. They bring our mission and values to life—for our customers and each other—while proudly wearing the green apron.

At Starbucks, it's all about connection. People are at the heart of who we are, especially the people that are a part of our store team. We connect with each other, our customers and our communities to make a positive impact every day. We believe in working together to make a difference and in celebrating our shared success, which is why we call ourselves Starbucks "partners." Starbucks is a place of warmth and belonging, where everyone is welcome, and we value the unique experiences that each partner brings to our team!

As a Starbucks barista, you'll create the Starbucks Experience for our customers through excellent service and expertly crafted products. You'll be in an energetic store environment where you'll have the ability to master your food & beverage craft, work alongside friends and meet new people every day. A cup of coffee and smile can go a long way, and we believe our baristas have the power to be the best moment in each customer's day. True to Starbucks Mission & Values, working together we can inspire and nurture the human spirit – one person, one cup and one neighborhood at a time.

### **YOU'D MAKE A GREAT BARISTA 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 and store safety.
- Can keep cool and calm in a fast-paced, energetic work environment.
- Can maintain a clean and organized workspace.
- Have excellent communications skills.

## REMUNERATION

Full-time and part-time positions available with flexible hours. Starting wage 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

- Good news! No previous experience is required.

## BASIC QUALIFICATIONS

- Maintain regular and consistent attendance and punctuality, with or without reasonable accommodation.
- Available to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays.
- Meet store operating policies and standards, including providing quality beverages and food products, cash handling and store safety and security, with or without reasonable accommodation.
- Engage with and understand our customers, including discovering and responding to customer needs through clear and pleasant communication.
- Prepare food and beverages to standard recipes or customized for customers, including recipe changes such as temperature, quantity of ingredients or substituted ingredients.
- Available to perform many different tasks within the store during each shift.

## KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to learn quickly.
- Ability to understand and carry out oral and written instructions; request clarification as needed.
- Strong interpersonal skills.
- Ability to work as part of a team.
- Ability to build relationships.
- Demonstrates knowledge and understanding.

## PRIMARY ROLES AND RESPONSIBILITIES

Core responsibilities and functions of the job include, but are not limited to, the following:

- Connects with customers to build relationships and seeks to exceed their expectations.
- Consistently demonstrates Service Standards.
- Regularly asks customers for feedback.
- Exemplifies Our Barista Promise by delivering high-quality, handcrafted beverages and food.
- Consistently uses operational tools and follows routines and procedures.

## EXAMPLE BEHAVIOURAL DIFFERENTIATORS

- Able to view the store through the lens of the customer and proactively gathers and shares customer feedback.
- Can identify potential problems, take action as appropriate and proactively communicate ideas for possible solutions to manager.
- Understands the importance of meeting store goals.
- Holds themselves accountable for understanding and achieving business measures and store goals.
- Is welcoming, embraces diversity, and learns from people with diverse backgrounds and perspectives.
- Asks for others' point of view and willingly shares their own knowledge and perspective.
- Acts with genuine care for others.
- Is authentic and considerate in their interactions with others, ensuring they feel heard and involved.
- Actively listens and seeks to understand others' points of view and experiences.
- Openly shares their opinion and engages coworkers in sharing their opinions to accomplish goals.
- Seeks new and challenging opportunities to improve their skills and knowledge.
- Shares candid feedback to help others grow and is open to and takes action on coaching and feedback provided to help them grow.
- Is curious, willing to try new things and takes thoughtful risks.
- Actively participates in changes that are important to the business.
- Connects their work to current team priorities and is accountable for results.
- Recognizes and celebrates the contributions of other associates.
- Identifies and acts on opportunities to enhance theirs and others' performance.
- Demonstrates a commitment to serving the needs of those in our communities.
- Upholds Starbucks and licenses reputation when wearing the green apron.
- Supports other associates through times of change.
- Sees the larger intent behind the change and help others understand the rationale.
- Is willing to provide feedback and ideas for improvement to their manager.
- Can work with limited direction and stays optimistic in times of change.
- Persists in times of uncertainty and is viewed by peers as a leader during these times.
- Will actively seek out and act on feedback.
- Is self-aware and pursues personal learning.
- Aspires to, and take steps to position themselves for, a role with greater responsibility.
- Builds strong working relationships with team and supervisor and is willing to help other associates and contributes to a fun and productive work environment.
- Demonstrates support for team / store decisions and seeks to understand the rationale behind decisions.
- Effectively communicates timely and important information to supervisor and team.
- Serves as a mentor for associates who want to learn new skills.
- Demonstrates an ability to help associates grow and perform at their best.
- Is aware of and adapts to differences in learning and communication styles.
- Communicates performance issues to manager.
- Can diffuse tension in the store, informs and consults with the manager as necessary.
- Displays professionalism in difficult conversations and can have open and honest conversations with the store team.

## 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).