

**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?

Shift Leaders create great experiences for partners and customers alike. They run shifts, lead the store team and make decisions that impact store operations. This role is a great way to develop leadership skills and expand your responsibility.

As a Starbucks Shift Leader, you will assist the store manager in executing store operations during scheduled shifts. As a team lead, you will deploy partners and delegate tasks to create the Starbucks Experience for our customers by providing legendary customer service with prompt service, quality beverages and products, and maintaining a clean and comfortable store environment. You will be responsible for modeling and acting in accordance with Starbucks guiding principles and best of all, you'll be part of a company that is consistently rated as a great place to work and the people here love what they do.

### **YOU'D MAKE A GREAT SHIFT LEADER 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.
- 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 and part-time positions available with flexible hours. Minimum of 5-hour shifts required. 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**

- Customer service experience in a retail or restaurant environment.

## **SUMMARY OF KEY RESPONSIBILITIES**

Responsibilities and essential job functions include but are not limited to the following:

- Acts with integrity, honesty and knowledge that promote the culture, values, and mission of Starbucks.
- Maintains a calm demeanor during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team.
- Anticipates customer and store needs by constantly evaluating environment and customers for cues.
- Communicates information to manager so that the team can respond as necessary to create the Third-Place environment during each shift.
- Assists with new partner training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
- Provides feedback to store manager on partner performance during shift.
- Contributes to positive team environment by recognizing alarms or changes in partner morale and performance and communicating them to the store manager.
- Creates a positive learning environment by providing clear, specific, timely and respectful coaching and feedback to partners on shift to ensure operational excellence and to improve partner performance.
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer.
- Discovers and responds to customer needs.
- Develops positive relationships with shift team by understanding and addressing individual motivation, need and concerns.
- Executes store operations during scheduled shifts.
- Organizes opening and closing duties as assigned.
- Follows Starbucks operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift.
- Follows all cash management and cash register policies and ensures proper cash management practices are followed by shift team.
- Follows up with baristas during the shift to ensure the delivery of legendary customer service for all customers.
- Maintains regular and consistent attendance and punctuality.

- Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards.
- Follows health, safety and sanitation guidelines for all products.
- Recognizes and reinforces individual and team accomplishments by using existing organizational tools and by collaborating with store manager to find new, creative, and effective methods of recognition.
- Utilizes operational tools to achieve operational excellence during the shift.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to direct the work of others.
- Ability to learn quickly.
- Effective oral communication skills.
- Knowledge of the retail environment.
- Strong interpersonal skills.
- Ability to work as part of a team.
- Minimum High School or GED.

### **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).