

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.

OVERVIEW

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

Store Managers run their store as if it belongs to them—from managing daily operations to taking responsibility for financial results. Our managers are front-of-house leaders, spending time on the floor to connect with partners, customers, coach in the moment and identify ways to drive results. The role provides the opportunity to develop your own team, hiring and welcoming new partners and future leaders for your store.

Starbucks is known for developing extraordinary leaders 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.

Our Store Managers bring the Starbucks experience to life by managing store operations, driving financial success, building great teams, and building a meeting place in their communities. They delight and uplift customers through a human connection. Their work goes beyond a perfectly made beverage; it's about human connection. They enjoy being able to achieve these aspirations autonomously, while leveraging our world class brand and business practices.

YOU'D MAKE A GREAT STORE 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 position available. Minimum of 8-hour shifts. 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

- 3 years of Starbucks management experience.
- Strong organizational, interpersonal, and problem-solving skills.
- Entrepreneurial mentality with experience in a sales focused environment.
- Strong leadership skills and the ability to coach and mentor team partners with professional maturity.
- Minimum High School or GED.
- Excellent communication skills to deal effectively with customers, partners, Starbucks Corporation, and the ownership group of Forster Foods Inc.
- Excellent computer skills and experience working with Microsoft Office WORD, EXCEL, and OUTLOOK, and proficiency with the POS database.

REQUIREMENTS

- Legal documentation establishing your identity and eligibility to be legally employed in the country in which you apply.
- Ability to work full-time (this position regularly demands in excess of 40 hours per week) including variable hours during the early mornings, evenings, weekends, and/or holidays.
- A valid driver's license, and reliable vehicle is required.

PRIMARY ROLES AND RESPONSIBILITIES

We will enable you, leveraging your retail experience, to autonomously:

- **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.
- **Impact your Community:** integrate your business with the community to create better moments in peoples' lives, from our partners to our customers, communities and planet.

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

Leadership:

- Leading by example to ensure quality control.
- Mentoring, training, supervising, coaching, assessing, and directing our partners to set them up for success and achieve their goals in our operations. Instill a pride with our partners!
- Set high standards for the operation of the Café and maintain these standards during period of high volume or unusual circumstances.
- Continue to grow the business in all areas.

Ambassador:

- Represent the store as a Brand Ambassador.
- Create a connection with our customers that gives them the experience that exceeds their expectations and gives them a reason to return.
- Ensure that a real and genuine connection is made by our partners and customers with each visit.
- Create a strategy for customers to experience our products.

Administrator:

- Make it a priority to regularly engage with our customers to get their feedback on our products and service.
- Communicating and compliance reporting to various stakeholders typical in the operations of a private corporation.
- Responsible for supervising all staff and scheduling.
- Assist in the business plan of the operations and monitor the progress of key performance indicators.

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 coffee 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).