

Employer: Forster Foods Inc
Operating As: Starbucks
Market: Regina, Saskatchewan, Canada

Forster Foods Inc is a private company with a license to operate multiple Starbucks stores in Regina, SK, Canada. We are looking for enthusiastic individuals that will work closely with the management team of Forster Foods Inc and Starbucks Canada Corporate representatives.

Forster Foods Inc is committed to investing in growing a skilled team by providing mentorship, training, and opportunities for continuous career growth. To learn more, visit: www.ForsterFoods.ca.

OVERVIEW

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

Shift Leader supervisors 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 (SUPERVISOR) 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 BENEFITS & PERKS

Forster Foods Inc is proud to offer a comprehensive Partner Benefits & Perks 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

SUMMARY OF EXPERIENCE

- Customer service experience in a restaurant, retail, or office environment.
- Strong leadership skills and the ability to coach and mentor a team with professional maturity.
- Minimum High School or GED.

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.

Forster Foods Inc is an equal opportunity employer committed to hiring a diverse workforce of all qualified individuals. Forster Foods Inc does not discriminate on the basis of race, colour, religion, sex, national origin, age, physical or mental disability, sexual orientation, marital status, military/veteran status, gender identity and expression, genetic information or any other basis protected by local, provincial, or federal law.

Privacy Policy: www.ForsterFoods.ca/privacy-policy