



Job Title

Store Manager

**Starbucks NZ is growing! If you want a meaningful career you can grow in the hospitality industry, join us today!**

***“To inspire and nurture the human spirit – one person, one cup, and one neighbourhood at a time”***

This position requires exceptional customer service which aligns with Starbucks' mission and values to create that one-of-a-kind Starbucks experience. From simple beginnings 40 years ago with one store in Seattle, Starbucks is now a global brand across more than 50 countries and has been in New Zealand for 24 years with 31 stores around the country. Our partners are equipped with knowledge about our story, our coffee, and our customers.

**As a Store Manager, you will need to**

- Forward plan for staffing and scheduling needs, not just building a roster.
- Ensure training is consistently planned, communicated, completed and recorded.
- Coach partners to bring the best out in their development, and occasionally having some difficult conversations.
- Establish and maintains store cleanliness, organisation and stock PAR levels.
- Maintain consistent Starbucks operational standards.
- Plan and prioritise store operations.
- Identify trends and guide activity that improves results in your stores.

**To be successful in this role you will need**

- Proven experience in hospitality/retail operation management.
- Passion for customer service and creating special customer moments.
- Strong time management and organisational skills.
- Experience coaching and training staff.
- Ability to communicate effectively.
- Ability to drive practices that embody Starbucks Mission and Values.
- A mindset that problems are improvements in waiting.

**Starbucks NZ offers**

- Team Tuhua Family provides access to discounts and growth opportunities across Burger King, Hannahs and Number One Shoes
- The opportunity to work for a highly regarded global brand.
- Working for a socially responsible brand and a company that truly values you.
- Full training and career progression.
- A great working environment and culture, growing from our Starbucks NZ values of Trust, Excellence, Authenticity and Manaakitanga.

If you are a proven leader in a retail or hospitality environment, we want to hear from you!