



Position Title: Shift Supervisor

Date: October 2024

Location: Store

Reports to: Store Manager

Who we are – Starbucks NZ:

Our Mission; with every cup, with every conversation, with every community – we nurture the limitless possibilities of human connection.

From the beginning, Starbucks set out to be a different kind of company. One that not only celebrated coffee but also connection. We are a neighbourhood gathering place, a part of your daily routine. Get to know us and you will see: we are so much more than what we brew. We call our employees partners because we are all partners in shared success. We are known to develop and support partners who are guided by the passion of providing service to others. We make sure everything we do is through the lens of humanity—from our commitment to the highest-quality coffee in the world, to the way we engage with our customers and communities to do business responsibly.

Why you'll love this role:

Picture yourself playing a crucial role in ensuring the overall success of your Starbucks store. Every day will bring a new and thrilling challenge in your role, where you are essential in maintaining the quality of service your store prides itself on, ensuring store operations run smoothly, and upholding our values and principles while helping the store manager in their duties.

What you'll deliver in this role:

- Acts with integrity, honesty and knowledge that promotes the culture, values and mission of Starbucks
- Executes store operations during scheduled shifts; organises openings and closing duties as assigned
- Performs the responsibilities as listed within the dimensions of the Shift Supervisor role/approach within the Operations Excellence Field Guide, to a satisfactory level.
- Provides quality beverages, whole beans and food products consistently for all customers by adhering to all recipe and presentation standards; or customized for customers, including changes such as temperature, quantity of ingredients or substituted ingredients
- Follows health, safety and sanitation guidelines for all products
- Follows other Starbucks store operating policies, procedures and standards, including cash register/management practices as well as store safety and security, and ensures the safety of all other partners during each shift
- Discovers and anticipates customer and store needs by constantly evaluating environment and customers for cues
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with customers / responding to their needs through clear and pleasant communication; follows up with baristas during the shift to ensure the delivery of legendary customer service for all customers
- 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



- Meets required dress code
- Maintains a calm demeanour during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team
- Recognizes and reinforces individual and team accomplishments by using existing organizational methods and by collaborating with store manager to find new, create and effective methods of recognition
- Maintains regular and punctual attendance
- Works flexible hours that may include early mornings, evenings, weekends, nights and/or holidays

What you'll bring to the role:

- Customer service experience in a retail or restaurant environment – 1 year
- Experience in a role that requires constant interacting with and fulfilling the requests of customers – 6 months
- Delegating tasks to other employees or coordinating the tasks of two (2) or more employees – 6 months
- 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

