

JOB DESCRIPTION

Job Title: Starbucks Store Manager

Reporting to: Retail Services Manager

Main Purpose of Job:

General:

To manage, control and develop the success of Starbucks within the Students' Union. You are required to regularly exercise initiative in managing the store. In particular time is spent managing and coaching your team, making people decisions e.g development and recruitment, ensuring customer satisfaction and product quality. Provide a unique coffee experience to all of our customers by providing a prompt service, quality beverages and products and maintaining a clean and comfortable environment. Manage the financial performance along with health and safety and security issues.

Specific:

1. Build relationships with customers and deliver excellent customer service by engaging and connecting with them and responding to their needs.
2. Support staff and ensure the required Starbucks training is delivered to enable them to be accountable for delivering excellent customer service.
3. Develop positive relationships with the shift team by understanding and addressing individual motivation needs and concerns, providing coaching and direction to maximise their potential.
4. Plan and execute staff training, challenging the senior team leaders and Baristas to deliver and exceed The Students' union and Starbucks values.
5. Plan, identify, communicate and delegate appropriate responsibilities i.e training advocates and practices to the team
6. Participate in the implementation of recruitment and selection procedures.
7. Appraise and counsel your team on their performance
8. Monitor and coach standards.
9. Effective time management, constantly monitor store staffing levels.
10. Establish good working relationships internally and externally.
11. Manages with integrity, honesty and knowledge to promote the Students' Union and Starbucks culture and values. Demonstrates a calm exterior during periods of high volume or unusual events
12. Follow operational polices and procedures, including cash handling, security and health and safety. Follow all cash management and cash register policy duties, ensure proper cash management practices are followed by the shift team.
13. Plan & execute the seasonal & promotional calendar ensuring the whole team are fully aware of the planned changes
14. Continually identify quality and service improvements and ensure these are integrated into future activities. Discuss and actively encourage the team to regularly

diagnose customer's needs and influence decisions to maximise value for customers and the business.

15. Establishing good working relationships internally and externally. Networks within the community to build strong relationships and promotes Starbucks interests and values.
16. Ensure that the Students' Union's Health and Safety and environmental practices are followed and make suggestions for improvements where necessary. All staff of the Union are responsible for creating a safe working environment, and for minimising the Unions environmental impact.
17. The application of Equal Opportunity and environmental practices in accordance with Union policy.
18. To perform any other reasonable task as determined by the store manager or Students' Union management team