



Job Title

Supervisor

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 supervisor, you need

- € To demonstrate a drive to deliver excellent customer service
- € To show a passion for coffee and the Starbucks brand
- € To commit to working shifts
- € Strong time management and organisational skills to lead day to day operations on your shift
- € The ability to communicate effectively
- € The ability to drive practices that embody Starbucks mission and values
- € To assist with new partner training, effective communication between you and the Store Manager for continuous development.
- € To develop a positive relationship with the team to create a warm work environment

Key responsibilities

- Make perfect coffee or Frappuccino for our valued customers
- Ensure every customer has an amazing experience in our store
- Keep the store clean and presentable
- Keep stock updated
- Maintain food safety and hygiene standards
- Work in a high-speed environment
- Contribute to a high performing team to ensure efficient running of the store

Experience & Qualifications

- 1 year experience in customer service is preferred
- Passion for customer service and creating special customer moments