



**Position Title:** Barista

**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:

At Starbucks, we're about more than just great coffee. We're about creating meaningful human connection — every day, in every store, with every customer and partner. As a Barista, you bring the Starbucks Experience to life for our customers by crafting quality beverages, sharing genuine moments of connection, and helping to create a welcoming, inclusive environment for all. You'll be at the front line of our brand — a trusted face in your community and a valued member of a team committed to excellence, consistency, and care.

Be part of a purpose-driven company that values connection, humanity, and growth. Develop transferable skills in customer service, communication, time management, and teamwork. Build friendships, grow your confidence, and contribute to something bigger — your store, your team, your community

### What you'll deliver in this role:

#### Create Exceptional Customer Experiences

- Warmly welcome each customer, delivering personalised service with a “customer comes first” mindset
- Engage in meaningful conversations to understand customer needs and connect authentically
- Prepare and serve handcrafted beverages and food to Starbucks standards, every time
- Maintain composure and professionalism during busy periods, ensuring our store remains a welcoming Third Place

#### Deliver Quality and Operational Excellence

- Follow standard recipes and presentation guidelines with precision
- Maintain cleanliness, safety, and hygiene of the store and all equipment
- Complete store routines and cleaning tasks as assigned to ensure smooth, safe operations
- Handle cash and store transactions with care, accuracy, and honesty

#### Support a Strong and Positive Team

- Communicate clearly with shift supervisors and partners (team mates) to stay aligned throughout each shift
- Actively participate in team efforts to maintain a positive and productive store culture
- Support new partner training by modelling Starbucks standards and offering encouragement
- Take responsibility for personal safety and contribute to a safe environment for all partners and customers



**What you'll bring to the role:**

- A friendly, respectful, and authentic approach to customer service
- Ability to learn quickly and follow procedures with attention to detail
- Enthusiasm to work as part of a team in a fast-paced environment
- Strong interpersonal skills and the ability to build positive relationships
- Openness to feedback and desire for personal and professional growth
- Flexibility to work varied shifts, including mornings, evenings, weekends, and holidays
- Effective oral communication skills

