

# **THE COFFEE BEAN & TEA LEAF™**

## **SHIFT SUPERVISOR DESCRIPTION**

### Position

The Shift Supervisor is responsible for the supervision of the Baristas in maintaining the quality of service and product. This position enforces all procedures in the absence of the Store Manager and Assistant Manager.

The Shift Supervisor will fulfill any other duties the Store Manager or Assistant Manager assigns and will represent The Coffee Bean & Tea Leaf in a professional manner.

The Shift Supervisor is responsible for maintaining the key business areas listed:

### Sales/Customer Service

- Assists in creating sales volume growth.
- Assists in supervising a profitable store.
- Assists Store Manager and Assistant Manager in planning and executing all sales promotions effectively and efficiently.
- Safely handles all hot and cold drinks or food items during drink preparation.
- Verbally receives and calls back customer orders in a friendly manner.
- Responds pro-actively to prevent and resolve customer service situations.
- Accurately rings sales orders into cash register and counts back change to customers in a courteous and friendly manner.
- Answers telephone in a courteous and friendly manner including but not limited to giving store greeting, directions to store location, receiving and filling customer orders.
- Answers customer questions regarding coffee blends, preparation, etc., in a courteous and friendly manner.
- Weighs, grinds and packs coffee per customers' orders according to company guidelines. Sells and serves baked goods and miscellaneous food items to customers successfully.
- Maintains efficient, friendly service standards.

### Store Operations

- Maintains acceptable amounts of coffee, baked goods and supplies for the bar.
- Responsible for ordering coffee, bakes goods and supplies when needed.
- Restocks shelves when necessary.
- Routinely cleans the bar area, floor, windows and grinders, take out trash, etc.
- Distributes weekly shipments appropriately.
- Completes Daily Reports as assigned.
- Responsible for taking bank deposits to the bank and bringing change back if necessary.
- Performs opening and closing duties.
- Reports potential safety hazards to Store Manager / Assistant Manager.
- Reports all employee accidents to the Store Manager / Assistant Manager and completes personnel forms when necessary.
- Informs the Store Manager / Assistant Manager of any operational inconsistencies.

### Employee Development

- Perpetuates company philosophy and culture.
- Delegates duties to the Baristas as necessary.
- Schedules breaks as necessary.
- Assists in the training of new employees.
- Motivates staff to maintain quality and consistent product.

### Product Knowledge

- Assists Store Manager and Assistant Manager in educating staff members on all products and services.
- Ensures that all customers are educated on our products and services.
- Consistently maintains the highest quality product standards.
- Follows all company drink recipes and procedures.
- Oversees drink making and participates in the re-certification process, monthly under management discretion.

### Visual Presentation

- Assists in maintaining a clean, well-merchandised store.
- Assists in following visual presentation plans and standards.

### Requirements

- Works overtime, as needed, to perform duties and responsibilities.
- Runs errands, when needed.
- Works special events, as needed.
- Maintains positive company morale.
- Maintains store as if the Store Manager / Assistant Manager were present.

### Physical Demands

- Regularly required to stand, walk, talk and hear.
- Frequently required to use hand to finger motion, handle or feel objects, reach with hands and arms.
- Regularly required to lift and / or move items up to 25 pounds.
- Vision requirements: close vision, distance vision and ability to adjust and focus.
- Regularly required to handle food and hot beverages.

### Qualifications

- Minimum one year retail experience.
- Supervisory position in a specialty store or food establishment preferred.
- Excellent Verbal and written skills.
- Well organized and detail oriented.
- Register and cash handling experience.
- Minimum high school diploma or equivalent.