



Opportunity
to be more than an employee.
to be a partner.

Shift Supervisor

Job Summary and Mission

This job contributes to Starbucks success by assisting the store manager in executing store operations during scheduled shifts. This job deploys partners and delegates tasks so that partners can create and maintain the Starbucks Experience for our customers. The incumbent is responsible for modeling and acting in accordance with Starbucks guiding principles.

Summary of Key Responsibilities

Responsibilities and essential job functions include but are not limited to the following:

- Acts with integrity, honesty and knowledge that promote the culture, values and mission of Starbucks. Maintains a calm demeanor during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team.
- Anticipates customer and store needs by constantly evaluating environment and customers for cues. 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.
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer. Discovers and responds to customer needs .

- Develops positive relationships with shift team by understanding and addressing individual motivation, needs and concerns.
- Executes store operations during scheduled shifts. Organizes opening and closing duties as assigned.
- Follows Starbucks operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift.
- Follows all cash management and cash register policies and ensures proper cash management practices are followed by shift team.
- Follows up with baristas during the shift to ensure the delivery of legendary customer service for all customers.
- Maintains regular and consistent attendance and punctuality.
- Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards. Follows health, safety and sanitation guidelines for all products.

Summary of Experience

Customer service experience in a retail or restaurant environment

1 year

Required Knowledge, Skills and Abilities

- 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
- Ability to build relationships

Core Competencies

Puts the customer first

Has a relentless focus on the customer. Understands what the customer wants and how to best deliver the experience.

Works well with others

Listens and communicates well with others within and outside of Starbucks. Creates a team environment that is positive and productive.

Leads courageously

Takes personal responsibility to do the right thing, and persists in times of challenge or uncertainty. Adapts quickly to change and makes timely, thoughtful decisions.

Develops continuously

Continuously seek opportunities to improve self and others. Leads with trust, honesty and commitment to hire, coach and develop partners to achieve their potential.

Achieves results

Understands what drives overall business success and is accountable to prioritize and deliver quality results. Demonstrates knowledge of core products and processes to get results. Anticipates obstacles and takes action to prevent or minimize their impact.



Become a partner.