



**FRIDAY HARBOUR™**  
*All Seasons Resort*

**Job Title:** Starbucks Assistant Manager

**Division:** Resort Services

**Department:** Starbucks

**Responsible To:** Starbucks Manager

**Role Summary**

The Starbucks Assistant Manager assists in leading a team of associates in providing a unique coffee experience to customers by providing prompt service, quality beverages and products while maintaining a clean and comfortable environment. This individual is responsible for assisting in supervising the daily operations of the store, ensuring customer satisfaction and product quality, managing the stores financial performance as well as safety and security within the store.

**Responsibilities**

- Assist in leading the day-to-day operations of Starbucks
- Together with the Manager hire, train and develop a successful and enthusiastic team, engaging in positive coaching and support
- Serve as an individual contributor and department role model by performing technical or functional job duties including taking customer orders, clearing tables and preparing orders
- Plan, identify, communicate and delegate appropriate responsibilities and practices to associates to ensure smooth flow of operations
- Ensure the prompt and efficient service of food and beverages
- Enforce sanitary practices for food handling, general cleanliness and maintenance of store
- Establish, communicate, train and monitor store procedures
- Address and solve guest concerns, requests or issues
- Assist the Manager with preparing and conducting performance reviews of hourly associates
- Coach and develop associates through career development and advancement opportunities
- Investigate and resolve complaints concerning food quality and service
- Together with the Manager, assist in the development of operating budgets
- In the absence of the Manager, assist with schedules and payroll in accordance with employment policies and budget targets
- Assist in development and implementation of department orientation and training
- Requisition necessary supplies and assist in completing scheduled inventories
- Build relationships with customers and deliver excellent customer service, engaging and connecting with guests and responding to their needs
- Follow all cash management procedures, ensure proper cash practices are followed
- Contribute toward profitability of the store, seeking opportunities to enhance sales
- Convey new product information and details to associates
- Train and prepare team to demonstrate Starbucks client service standards, star skills and operating standards
- Provide Starbucks service experience consistently for each customer
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required



- Other duties as assigned

#### **Competencies**

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

#### **Characteristics**

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

#### **Requirements**

- Diploma or degree in hospitality or business related
- Experience in a retail or coffee shop environment an asset
- Two years leadership experience within a hospitality, food and beverage or retail environment
- Payment transaction experience required, including the use of point of sales system
- Must possess excellent customer service skills
- Must be computer literate
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

#### **Working Conditions**

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 25 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.



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