

STONE CREEK COFFEE

Staff Member Job Description

Qualified candidates will have a desire to provide excellent customer service and an excellent quality product. You must be able to work independently as well as in a team. Customer service experience is desired.

Applicants should feel that the following company values are consistent with their own personal values:

THE STONE CREEK SEVEN VALUES:

1. We are accountable for our actions and to each other.
2. We strive to respect our coworker, our customers and our communities.
3. We expect to have fun.
4. We want to sell a high quality product while giving friendly service.
5. We are employee focused.
6. We strive to offer our customers a wide range of coffee knowledge.
7. We try to be innovative and dynamic with our products and stores.

CUSTOMER SERVICE: Provide exceptional customer service. This will include greeting customers, sharing coffee knowledge, problem solving and efficiently serving customers. The customer takes priority over all other projects. While in the store all employees will conduct themselves in a way that represents our company values and will follow all established guidelines.

CASH REGISTER: Completing customer transactions on the cash register and credit card machine.

COFFEE: Preparing and serving drip coffee and pastries in compliance with Stone Creek Coffee's established quality guidelines.

ESPRESSO BAR: Preparing and serving all drinks efficiently and in compliance with Stone Creek Coffee's established quality guidelines.

WHOLE BEAN COFFEE: Packing and grinding whole bean coffee. Sharing whole bean coffee knowledge and answering customer questions.

DAILY PROJECTS: Complete daily projects, which include cleaning.

SCHEDULE: Each staff member is responsible for the specific shifts upon hire. Staff members must take responsibility for scheduled shifts, which includes covering scheduled shifts when you need time off.

GENERAL: As a staff member you will be expected to show up consistently and be ready to begin working at your scheduled time. You will be accountable for learning and following all rules and quality guidelines. You will be responsible for learning, understanding and following our company values.

Please note that the specifics of this job description apply to our retail store positions only. If you are interested in a Factory position, please fill out this application. Candidates will be presented with a Factory job description once your application is reviewed.

Thank you for applying. You will be contacted within six weeks if you are an ideal candidate.
Stone Creek Coffee Fax 414.273.1251

STONE CREEK COFFEE APPLICATION FOR EMPLOYMENT

Date: _____

Name: _____

Address: _____

City: _____ State _____ ZIP _____

Phone: _____ E-mail: _____

WHERE ARE YOU INTERESTED IN WORKING?

Retail:

- Glendale: Green Tree and Port Washington Rd
- Whitefish Bay: Silver Spring and Lake Drive
- Shorewood: Oakland and Jarvis
- Grand Avenue Mall
- Bay View: KK and Lincoln
- Wauwatosa: 84th and Bluemound
- Delafield: Hillside Terrace
- Oconomowoc: Whitman Park Plaza
- Farmer's Market (May-October)

Roasting Facility:

- Factory: 5th and St. Paul

Position applied for: _____

AVAILABILITY:

- Full time Part time Seasonal Desired number of hours per week _____

Date you are available to start _____

Please indicate when you would be available to work:

Opening shifts start between 5:45 and 6:30 am. Closing shifts vary between location.

Monday:	AM from _____ to _____	PM from _____ to _____	<input type="checkbox"/> Neither
Tuesday:	AM from _____ to _____	PM from _____ to _____	<input type="checkbox"/> Neither
Wednesday:	AM from _____ to _____	PM from _____ to _____	<input type="checkbox"/> Neither
Thursday:	AM from _____ to _____	PM from _____ to _____	<input type="checkbox"/> Neither
Friday:	AM from _____ to _____	PM from _____ to _____	<input type="checkbox"/> Neither
Saturday:	AM from _____ to _____	PM from _____ to _____	<input type="checkbox"/> Neither
Sunday:	AM from _____ to _____	PM from _____ to _____	<input type="checkbox"/> Neither

EDUCATION:

School Name and Location	Years Attended	Subjects Studied
High School		
College		
Other		

WORK EXPERIENCE:

Please list your three most recent jobs, starting with the most recent. Please provide dates of employment, a brief description of your duties, and reason for leaving.

Dates	Employer	Duties	Reason for Leaving

REFERENCES:

Please provide the names and phone numbers of 2 previous or current employers we may contact for reference:

Employer	Contact Person	Telephone Number

PLEASE ANSWER THE FOLLOWING QUESTIONS:

1. Why do you want to work for Stone Creek Coffee?

2. What do you know about Stone Creek Coffee?

3. Describe your favorite coffee or espresso drink. Why is it your favorite?

4. Provide an example of a time that you provided extraordinary customer service.

5. Describe a time when you responded to a stressful customer interaction.

6. Provide an example of a time when you taught someone a skill.

7. What skills do you hope to attain when working at Stone Creek Coffee?

8. Pick one of the Stone Creek Seven values and explain how you interpret it.

9. Rate yourself on a scale of 1-10 in the following areas. 1 is the lowest rating and 10 is the highest.

- _____ Coffee Passion & Enthusiasm
- _____ Love for learning
- _____ Desire to teach others
- _____ Professional
- _____ Accountable (Always on time and commitments completed.)
- _____ Respectful (Words and actions show respect for others and environment.)
- _____ Open to Change
- _____ Receptive to Feedback
- _____ Organized
- _____ Positive and Fun

10. How did you learn of this job opening?

- Now Hiring Banner, outside of store
- Now Hiring Sign, inside of store
- Walk-in / Asked for application
- Referred by Stone Creek Coffee Employee, Employee Name_____
- Campus Posting, Campus Name_____
- Stone Creek Coffee Website
- Newspaper
- Other, _____

Additional Comments:

Thank you for your interest in Stone Creek Coffee. Please drop off your completed application at any of our locations.