

STONE CREEK COFFEE

Qualified candidates will have a desire to provide excellent customer service and an excellent quality product, while being very attentive to detail. You must be able to work independently as well as in a team. Customer service or specialty food/ beverage experience is required.

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

THE STONE CREEK COFFEE CORE COMMITMENTS:

1. Keep your commitments: Every good commitment has a due date, a clearly defined deliverable, and one person responsible. A good commitment maker will not over-commit and will deliver as committed or will notify their team well in advance if unable to do so.
2. Work hard: We never give a half-effort. We work to be the best we can be, otherwise there is probably something else we should be doing. If we are not giving our all, then we are wasting our time, and the time of those around us.
3. Clean the corners: Literally, we clean the corners. Details matter. The same attention to detail and care we bring to our coffee is reflected in all of our work. When we are great in the details, the big picture will be something extraordinary.
4. Build "True Quality": The final cup we serve to the customer is our proxy for the entire customer experience we want to provide. As we endeavor to provide the absolute best tasting and looking beverages available, we also endeavor to provide the best interactions (through conversation, name use, commitment, smiles, and urgency), the cleanest cafes, the best bean offerings, etc. We will work to continue building "true quality" into something greater and more unique.
5. Take care of your coworkers: All of us need help at times. Our company will be best when we go out of our way to take care of each other and ensure a productive, safe, and healthy work environment.
6. Be here, physically and mentally: Customers, fellow employees, and the company at large rely on each individual who works here to come to work on time and prepared mentally and physically to execute. When you're on, you're all in. If we fail here, our team will be soft and incapable of accomplishing its goals.
7. Prepare for your work: We work with care and thoughtfulness to put ourselves in the best situation to bring success. As much as possible we anticipate barriers to success and work to tear them down.
8. Speak up: Every individual brings a unique perspective to the table. We rely on those perspectives to keep our company as sharp as it needs to be. If employees are unwilling to speak up about problems they see in a constructive manner or be bold about ideas they have, then we will be unable to get better and grow.
9. Speak to the future, not to the past: We drop the ball on occasion. Everyone messes up. Everyone fails. The important thing in these situations is the response. When we fail, we will speak to what will be done differently in the future. We will not merely recap and make excuses for what happened. We will not make a mistake twice.
10. Be a hero, find a hero: We don't want to be merely "ok" or "better than the next company". We want to be extraordinary, and we want to celebrate people doing extraordinary things. We go the extra mile, even when nobody is watching, and we take time to recognize when we see the hero in others.
11. Take risks: Nothing truly amazing has ever been done without some degree of risk. With risk-taking comes learning. We will constantly try new things in effort to get better. If those things don't work, then we'll try something else.
12. Be urgent to the customer: Without the customer there is no company, no coffee, and no jobs. Therefore, we will drop whatever we are doing to ensure the customer experiences true quality and comes back tomorrow.
13. Never stop learning: If you're not growing, then you're dying. If we stop learning, then we will stagnate while the rest of the coffee world passes us by. Learning is very important for the development of each person in our company, and the collective learning is what will bring great value and the development of "true quality".

BARISTA JOB DESCRIPTION:

Role Mentor: Café Coach

Role Location: Varies

The Barista role exists as the main executor of a customer experience that exemplifies “True Quality. The Baristas work in tandem to build a café culture of excellence, positivity, and urgency to the customer.

The 1 // Metric of Focus:

- FANS WON – The Baristas work to blow new customers away. In everything from urgency to the customer, to the beverage and environment quality, the main focus of Baristas should be to win new fans for Stone Creek Coffee.

The 5 // Role Aspects

- URGENCY TO THE CUSTOMER – In order to win fans, baristas must show the customer that they are the most important thing. Baristas will drop anything and everything they are doing in order to provide a great experience for the customer. An aspect of urgency is a pleasant, open demeanor. Barista should welcome the customer and thank them for their patronage using names and smiling.
- ENVIRONMENT – In effort to provide a top-notch environment for customers, Baristas will use the systems developed for their café to keep everything neat and clean, and to keep fresh coffee on the shelf with no gaps.
- BEVERAGE QUALITY – We say that true quality starts with the cup. If our coffee is bad then it does not matter very much how nice we are and how pretty our stores are. Baristas must construct beverages at the quality level expected of a certified barista. If customers cannot get a better drink from us than our competitors than we can't expect to win fans.
- CORE COMMITMENTS – Every employee at Stone Creek Coffee commits to the quality and manner of work necessary to execute at a world-class level. In keeping the SCC Core Commitments to the best of their ability, baristas will represent well the work of the entire company, from Farm to Cup.
- COFFEE GEEK – Selling coffee is what we do, but we are coffee geeks. Everybody at Stone Creek should love coffee and want to explore it deeper. Possession of contagious passion around coffee will build a culture of excellence and constant learning.

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 and invited for a group interview if your application meets our company's requirements.

STONE CREEK COFFEE APPLICATION FOR EMPLOYMENT

Date:

Name:

Address:

City:

State:

ZIP:

Phone:

Email:

WHERE ARE YOU INTERESTED IN WORKING?

Place an "X" next to any and all locations you are willing to work at:

(X)	Location	(X)	Location
	Bay View: 2266 South Kinnickinnic Avenue		Oconomowoc: 1043 East Summit Avenue
	Delafield: 2744 Hillside Drive		Radio Milwaukee: 158 South Barclay Street
	Downer Ave: 2650 N Downer Avenue		Shorewood: 4106 North Oakland Avenue
	Factory Cafe: 422 North 5 th Street		Tosa Village: 7954 Harwood Avenue
	Glendale: 6969 North Port Washington Rd		Wauwatosa: 8340 West Bluemound Road
	Grand Avenue Mall: 275 West Wisconsin Ave		Whitefish Bay: 601 East Silver Spring Drive
	Madison: 1216 East Washington Avenue		
	Factory (Production Team, Delivery Driver): 422 North 5 th Street		
	Kitchen (Baker, Steward): 422 North 5 th Street		

Position(s) applied for: _____

AVAILABILITY:

Are you interested in Full time or Part time?

Desired number of hours per week:

Date you are available to start:

Comments:

Please indicate when you would be available to work:

Opening shifts start between 5:00 and 6:30 am. Closing shifts vary between locations.

Day	AM Availability			PM Availability			(x)	
	Start	To	End	Start	To	End		
Monday:		To			To			Neither
Tuesday:		To			To			Neither
Wednesday:		To			To			Neither
Thursday:		To			To			Neither
Friday:		To			To			Neither
Saturday:		To			To			Neither
Sunday:		To			To			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 a reference:

Employer	Contact Person	Telephone Number

Are you legally authorized to work in the United States? Y or N

PLEASE ANSWER THE FOLLOWING QUESTIONS:

- Barista, answer questions 1 - 7, 10 & 11
- Production, answer questions 1 - 2, 4 - 7, 10 & 11
- Kitchen, answer questions 1 - 2, 4 - 11

1. Please describe something that you are personally passionate about and why that makes you unique as a person.

2. Why have you chosen to apply for a position with Stone Creek Coffee and not another roaster?

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

1-10	Quality
	Coffee Passion
	Love for learning
	Desire to teach others
	Professional
	Accountable
	Respectful

1-10	Quality (continued)
	Open to Change
	Receptive to Feedback
	Organized
	Positive and Fun

11. 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
- Campus Posting, Campus Name
- Stone Creek Coffee Website
- Newspaper
- Other

Employee Name

Additional Comments: