

TRAVELLERS HOUSE COFFEE TEAM MEMBER PROFILE

Each team member is the heart and soul of Travellers House Coffee and Tea and is expected to exemplify our creed:

“We believe that ALL people are important. Travellers House Coffee & Tea makes it a PRIORITY to go out of our way to make a positive difference in every person’s day, ***each and every day.***”

Your commitment to this philosophy is what makes Travellers House Coffee great. There will always be choices of other places available when it comes to buying coffee, but our amazing Guest service is what keeps people coming back. We can teach you the craft of making coffee and tea as well as our excellent food items, but we cannot teach you Guest service if you do not already think it is valuable. In other words, this is our culture, caring for and doing life with people. This means firstly our guests and includes the team you work with. You will build relationships with the Guests and fellow team members that may last a lifetime.

Additionally, each team member is expected to create consistent beverages AND food, with care and urgency.

To keep their workspace clean and orderly as well as setting the next team member up for success, always.

We expect timeliness when showing up for your shift.

When handling the Guest’s money, we expect accuracy and integrity.

We expect our team to consist of people who *want* to be on the team and part of the culture. We realize this may not be a career position, but it is far from just a ‘fun thing to do’ or a ‘hobby’. We expect you to work hard while you are on duty, and we need every team member to want shifts. We expect this job to be your livelihood, meaning a priority is given to Travellers, when it comes to your shifts the needs of Travellers to run smoothly.

Team members need to be flexible, self motivated and responsible.

Our Guests will drink coffee and or grab a bite to eat, whenever we are open. Therefore, we stay open seven days a week as well as many holidays. We don’t expect you to work every day or all holidays, as a team member you understand it takes **all of us** to keep the shop running smoothly.

We expect everyone to rotate through the weekend shifts, everyone will participate, No exceptions. This means no more than two weekends a month typically. Unless of course you prefer to work Weekends. There will be times when we may need more weekends due to sickness, vacationing or weather exceptions. Again we expect you will make Travellers House Coffee a priority.

We have found that in order to be fully proficient, we require a minimum of 16 hours per week especially for kitchen priority team members.

We spend a lot of time training our team, and would ask for you to make a two-year commitment to Travellers. If this seems like a lot...good! We expect a lot from our team, but the rewards of the job are just as rewarding. We hope this is not ‘just an hourly wage job’ for you.

You will learn as much as you are willing about coffee & tea and food and how a small business is run. And lastly, we know you will have a great time doing it!