

## Travellers House Coffee Team Member Profile

Each team member heart and soul of Travellers House Coffee, everyone 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 day.***”

We welcome you to come and experience the Travellers House Coffee community as you enjoy the best tasting coffee and tea around!

Your commitment to this philosophy is what makes Travellers House Coffee great. There will always be choices available when it comes to buying coffee, but our amazing Guest service is what keeps people coming back. We can teach you to make coffee and our excellent food items, but we cannot teach you Guest service if you do not already think it is valuable.

In addition to this, each team member is expected to create consistent beverages or food with love, to keep their workspace looking like new, and set the next team member up for success. We value timeliness when showing up for your shift, and accuracy and integrity when handling the Guest’s money.

We are looking for people who want to work. This may not be a career position, but it is far from just a ‘fun thing to do’ or a ‘hobby’. We want you to work hard while you are on shift, but we also need you to want shifts.

Team members need to be flexible. Our Guests will drink coffee or grab a bite to eat, whenever we are open; therefore, we stay open seven days a week and many holidays. We don’t expect you to be here for all of it, but we need team members who understand it takes **all of us** to keep the shop running smoothly.

We pride ourselves on the quality of the product we serve, and we expect our team members to do the same. This includes becoming an ‘expert’ on where our products are from, exactly what goes into each drink, or food item and the technical details of how each is made.

We will spend a lot of time training you, and would really like for you to make a two year commitment to Travellers.

If this seems like a lot... Good! We expect a lot of our team, but the rewards of the job are just as great. We hope that this is not just ‘an hourly wage job’ for you. You will build relationships with your Guests, learn as much as you are willing about coffee & tea and food and how a small business is run, and have a great time doing it!