



GENERAL MANAGER POSITION DESCRIPTION

Summary:

The Coffee Bean & Tea Leaf (CBTL) is a fast growing specialty retailer with 700+ retail locations including company-owned and franchised operations. Additionally, CBTL has operations in grocery, office coffee service, supply and e-commerce.

CBTL, born and brewed in southern California in 1963, is the oldest family owned specialty retail coffee company in the country.

With a unique roasting process treating each bean differently depending on origin, creating the tea latte and being the first to introduce the Original Ice Blended coffee drink to the world, CBTL is known for innovation as well as a “cool” place to hang whether it be by the fire pit, street side on the patio or just people watching from inside the store.

Position:

The Coffee Bean & Tea Leaf® General Manager is responsible for managing a positive environment, which provides fast, efficient, and friendly service ensuring a Total Quality Experience for both our customers and Team Members. General Managers create the tone and personality of the store by being an advocate of training, customer service, product knowledge and education, encouraging safe work practices, and a demonstrated commitment to our Guiding Principles. The General Manager is responsible for leading all Team Members in the efficient and profitable operation of The Coffee Bean & Tea Leaf store to which he/she is assigned.

Product:

- Ensures that all Company drink recipes and procedures are followed, maintaining the highest quality and consistent product standards.
- Ensures that all customers are educated on our products and services, by demonstrating their understanding of our various types of coffee, tea products, blends and roasts, as well as knowledge of coffee and tea regions, and the various differences in flavor and blends.
- Tastes products on a per shift basis for quality assurance.
- Will provide guidance and actively set an example for Team Members, ensuring that all Standard Operating Procedures [SOP's] are maintained and followed.

Service:

- Ensures that all Team Members follow the Standard Operating Procedures lead by greeting and responding to all customers with fast, efficient, friendly, and personalized service. Strives to develop a rapport with customers by learning their names, favorite drinks and food items.
- Responds proactively to prevent customer service situations. Investigates and resolves customer incidents, documenting if necessary.
- Maintains the established Company objectives for our SPMS™.



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Environment:

- Demonstrates the ability to lead, communicate and champion The Coffee Bean & Tea Leaf's® Guiding Principles and Standard Operating Procedures, maintaining a positive morale and professional attitude.
- Manages a clean, organized and stocked environment and when necessary and will assist in the distribution of product shipments.
- Able to perform all POS duties, front and back of house functions including opening and closing procedures, coordinating with the Home Office as necessary.
- Ensures proper Team Member coverage, scheduling according to the needs of business maintaining target labor costs.
- Promotes and practices safe work habits, identifying and resolving potential safety hazards, operational inconsistencies and any Team Member incidents. Documents Team Member accidents, conducts initial investigation and determination of root cause in the interest of maintaining a safe work environment. Conducts monthly safety meetings ensuring Team Member compliance in all safety initiatives.

Leadership

- Establishes effective and positive communication amongst all Team Members. Will actively utilize all Training Programs in order to develop leaders amongst fellow Team Members. Must be able to prioritize projects, delegate responsibilities and possess effective problem solving/decision making abilities.
- Communicates The Coffee Bean & Tea Leaf's Vision, inspiring Team Members to perpetuate our Guiding Principles.
- Continually develops Team Members, establishing specific performance objectives, measuring Team Member performance regularly.
- Coaches and counsels Team Members for improved performance, documenting developmental plans as necessary.
- Conducts meetings as necessary to ensure a cohesive work environment.

Store Operations

- Creates sales volume growth according to established Company budgets.
- Monitors and analyzes business daily, managing a profitable operation by controlling expenses, maintaining acceptable cost percentages and inventory levels according to Company standards.
- Plans and executes all sales promotions effectively and efficiently.
- Is accountable for all cash & media management, conducting audits as necessary.
- Maintains a clean well-merchandised store, following visual presentation plans and standards.
- Identifies staffing needs, recruiting, interviewing and hiring qualified candidates.
- Completes all necessary operational paperwork utilizing given tools as necessary.



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Qualifications:

- College education preferred. 3 years retail management experience required.
- Basic computer skills required.
- Successfully completes The Coffee Bean & Tea Leaf's® Manager In Training Program.
- Must be able to work overtime, including weekends, evenings and special events as needed.
- Well-organized and detail-oriented and able to multi-task.
- This position will require frequent standing and use of hands and arms.
- Must be able to lift up to 30lbs and frequently bend and twist from the waist.
- Frequently required to use hand and finger motions, handle or feel objects, reach with hands and arms.
- Must be able to adjust vision to both day and night lighting, and be able to focus on distant and close-range projects. Regularly required to handle food, hot beverages, and work with sharp objects.
- Must be able to verbally communicate and be able to understand (read and write) English.

International Coffee & Tea, LLC dba The Coffee Bean & Tea Leaf (CBTL) is fully committed to Equal Employment Opportunity and to attracting, retaining, developing and promoting the most qualified employees without regard to their race, gender, color, religion, sexual orientation, national origin, age, physical or mental disability, citizenship status, veteran status, or any other status protected by state or federal law. CBTL expressly prohibits any form of employee harassment or discrimination on the basis of any such protected status.

CBTL provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. This policy was intended to comply, and CBTL so complies, with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. We are dedicated to providing a work environment free from discrimination and harassment, and where employees are treated with respect and dignity.