



3700 Glenwood Avenue, Suite 150

Raleigh, NC 27612

To all potential team members:

Thank you for your interest in Sommelier's Roast as a potential place to grow in your professional experience.

We are a coffee and amenities shop located inside the beltline in Raleigh, North Carolina. We serve catered baked goods, light fare breakfast and lunch items, locally roasted coffee, tea and various convenience items in a fast-paced professional environment.

Our clientele includes business people as well as residential customers seeking the convenience of a local coffee shop with the customer service level of a fine dining restaurant.

Our service value **Care and Quality done Quickly (CQQ)** embodies who we are, what we do and how we do it.

Care--We are ladies and gentlemen serving ladies and gentleman. Sommelier's Roast is a place where each customer and employee is valued, respected and cared for. The customer is not required to be having a good day when they come to see us. We succeed when customers leave our business having received what they need AND feel good about their experience.

Quality--Our coffee, teas, food and other items for sale represent our business. The cleanliness and appearance of the space represents our business. Our employees represent our business. The highest levels of customer care and service represent our business. Quality in each of these areas (what we sell, how we present ourselves and how we serve others) is of primary importance.

Quickly-- Our business relies on the patronage of busy business people and on-the-go local residents. Many depend on us to make their meal times more convenient to their full schedule. Executing our first two service values of Courtesy and Quality in as efficient manner as possible is what distinguishes our business from our competitors. Serving customers at Sommelier's Roast must be done quickly without sacrificing product or service.

Please let us know if there is anything in this application for which you need clarification.

Sincerely,

Lance Odvody

Lance Odvody, Owner

*Resumes may be attached to both physical and digital applications. Information from resumes however must be duplicated onto our application for our records and consistency in our hiring practices.



Office Use: __R__1__2__3__CB

Today's Date: _____

GOURMET CAFÉ

Sommelier's Roast is a coffee and amenities shop in Raleigh, North Carolina. We seek to serve our valued guests with Care and Quality done Quickly. All applicants should complete required sections. After completion, please return your application to our hiring offices at 3716 National Drive, Suite 125, Raleigh, NC 27612. Scanned (not photographed) applications are acceptable *but must be completely legible*. They can be emailed to lance@sommeliersroast.com. After review, a member of our management team may contact you to schedule an initial phone interview.

Personal Information

Name First _____ Middle _____ Last _____ Suffix _____

Are you currently eligible to work in the United States? Yes No

Address _____ Apt _____ City _____ State _____ Zip _____

Is the above your permanent address? Yes No

My permanent mailing address is (the one on my driver's license or federally issued identification):

Address _____ Apt _____ City _____ State _____ Zip _____

Email _____@_____ Cell phone _____ - _____ - _____ Home _____ - _____ - _____

May we text you? Yes No

Have you completed a prior application with us? Yes No

If yes, When did you previously apply? _____

Professional References

1. Name _____

Telephone _____

We love teaching new skills, so no prior experience is necessary.

2. Name _____

If you have prior food service or professional customer service skills

Telephone _____

please list them here:

Experience 1

Skills _____

With what organization? _____ Where? _____

Experience 2

Skills _____

With what organization? _____ Where? _____

Experience 3

Applicant name _____

Skills _____

With what organization? _____ Where? _____

Volunteer Experience

Activities _____

With what organization? _____ Where? _____

What's your favorite beverage? _____

What's your favorite sandwich? _____

Availability

Possible shifts:

Open (O) 5:30 am-10:00 am **Day (D)** 6:30 am-1:30 pm **Close (C)** 10:30 am-3:30 pm

All (A) Full time availability **Part (P)** 10-20 hours a week availability

List by letter (O, D, C, A, P)

Monday _____ Tuesday _____ Wednesday _____ Thursday _____ Friday _____ Saturday _____ (beginning September 2017)

Sommelier's Roast occasionally hosts private events and catering events during non-standard operating hours.

Would you be available for occasional evening events or Saturday events? Yes No

Work Requirements

*Reasonable accommodations will be made for employees who, due to a physical limitation, may not be able to perform the tasks below. You are not required to indicate your ability on this application.

-You may be asked to lift items that weigh at least 40 pounds during the course of your employment

-You may be asked to be on your feet for the entirety of your shift

Please initial that you understand the above work requirements _____

Drug and Alcohol Policies

You may be asked to submit to a drug screening and/or breathalyzer test during the hiring process and randomly during your employment.

We ask that employees not smoke during their shift. Sanitation and personal hygiene are important parts of the food service industry.

The remaining part of this application is optional. It is intended to give our leadership team a picture of who you are as a person, not just an application and/or a resume. What you share is appreciated but not required. Sommelier's Roast is an equal opportunity employer and will never discriminate based upon gender, ethnicity, age, religion, sexual preference, whether you like coffee or tea better. Additional pages for the questions below are acceptable.

Tell us about the best customer service experience you ever received:

Who is the one person who has most influenced who you are and why?

What are the top three things you believe you can contribute to our team to make it better than it is today?

What would be your dream job if money were not an issue?