Retail Hourly Hiring System: Retail Management Training

Workbook

Table of Contents

Purpose

This workbook will help you get familiar with the Retail Hourly Hiring (RHH) system by using training environments to submit an electronic application and complete the Retail Hourly Hiring process. During your training, you will also learn more about the Candidate Experience and the Hiring Management Console.

This workbook is designed to be a resource both during and after your training. Your coach will provide more details about your role and the hiring practices in your store.

Instructions

- You will start the RHH Training in MyLearning to print this workbook, access the training environment (to explore the RHH system) and complete the module.

- You will use the RHH training environment and the *U.S. Retail Hourly Hiring User Guide* to complete the activities in this workbook.

- This workbook includes reading, discussion questions and activities that will help you learn about topics related to the learning objectives.

- Use the "Notes and Questions" page to write down your thoughts as you complete the learning.

- Review the information and related tools or resources for each topic.

- Use the recommended tools or resources to complete the required activities.

- After completing this training your ability to learn and demonstrate the objectives will be measured by a Skill Check and a Knowledge Check.

This workbook will take approximately
2 hours to complete.

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Objectives

By the time you complete this learning module, you will be able to:

1. Create and submit an application for employment.

2. Navigate the Hiring Management Console (HMC).

3. Search for applications.

4. Complete and record each step of the Retail Hourly Hiring process in RHH.

5. Identify and complete the steps in Employee and Manager Onboarding, including New Hire Paperwork.

6. Identify tools and resources for RHH support and troubleshooting.

Resources

Before starting, make sure you have access to:

- *Partner Resources Manual*

- *Retail Hourly Hiring System Workbook*

- *U.S. Retail Hourly Hiring User Guide* (located on the store portal)

- RHH Training Environment

- Background Check Resources in the Background Check folder (located on the store portal)

- Store laptop

Preparation

Before starting, complete the following:

- Complete the RMT Staffing module.

- Review the objectives for this module.

- Share your related job experience and discuss questions about this specific training topic with your coach.

- Confirm that your work schedule will enable you to complete the activities associated with this training.

- Gather or identify the location of any tools and resources required to complete this training.

- Ensure your team members are aware that you are scheduled to complete training activities today.

Key to the icons used in this workbook:

↺ Read   💬 Discuss/Ask questions   ▮ Activities

Overview of RHH

In the Staffing module, you were introduced to the lifecycle of hiring a partner, which includes the following four phases:

1. Plan
2. Attract
3. Select
4. Hire

RHH facilitates the Attract, Select and Hire phases in the lifecycle of hiring a partner. The RHH system and the RHH process are designed to facilitate hiring and to ensure that store managers are legally compliant in their hiring practices.

The RHH system allows applicants to submit an electronic application for a Starbucks retail hourly position. The applications are retained in the system and shared among nearby stores, allowing managers to access multiple applications.

The RHH system consists of two environments: the Candidate Experience (CE) environment (for the applicant) and the Hiring Management Console (HMC), used by the hiring manager.

Candidate Experience (CE)

Most Starbucks hourly positions require applicants to submit an electronic application. The benefits of an online application are that people can:

- Apply for jobs at any location through www.starbucks.com/careers

- Apply to multiple stores and positions with one application

- Receive a consistent Starbucks experience

Application Lifecycle

An application has a lifespan of 60 days in the RHH system. For the first seven days, the application is exclusive to the stores where the applicant applied.

For the remaining 53 days, the application will be available to stores within a 25-mile radius of the store where the application was submitted. If the application is not initiated into the hiring process by the 61st day, then the application will expire and the applicant must apply again.

NOTE: The 25 mile radius will not apply when a bordering state has different state-specific disclosures in the application process. In this case, the applicant will have to submit another application, and apply specifically to your store.

Description of the Application

The application is arranged into sections to capture specific information about the applicant. The table below provides a description of each section.

Application Section	Contents of Section	Purpose
Terms and Conditions	Information provided to the applicant about the application	Records the applicant's agreement to the terms and conditions of the application
Personal Information	• Contact information • Username/password creation	Applicant-specific information allows the applicant to return to complete an incomplete application
FCRA (Fair Credit Reporting Act)	Background check disclosure and release	Records the applicant's acknowledgment and authorization of the background check
State Disclosures	State-specific information	Complies with state employment regulations
Pre-employment Questions	• Pre-screen knock-out questions (including minimum age and employment eligibility) • Marginal questions (dress code and past supervisory skills)	• Establishes minimum qualifications • Assists the manager in the prescreening process
Application Information	• Availability • Work experience • Education • WOTC	Collects information about work experience, availability and Starbucks ability to receive a Work Opportunity Tax Credit (WOTC) if the applicant is hired **NOTE:** Applicants cannot attach a resume.
EEO	Equal Employment Opportunity questions	Ensures compliance
Review application	**NOTE:** The applicant cannot make changes to the application once it is submitted.	Review application prior to submission

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Create and Submit an Application

In this activity, you will create and submit a fictitious application in the Candidate Experience training environment. By completing these steps, you will learn what is required to submit an online application. This will allow you to answer basic questions from applicants when you become a store manager. In addition, you will access the information in this fictitious application to complete the hiring manager activities in this workbook.

Getting Started

1. Go to the store laptop.

2. Access MyLearning.

3. In your To-Do List on MyLearning, click **RHH Training US**.

Complete an Application

1. In the RHH training file, click the **Candidate Experience** button.

2. In the Candidate Experience dialog box, click the **Launch Candidate Experience** button to open the Candidate Experience training environment.

3. In the training environment, start an application from the **Apply to a Location Near You** page. Enter your state and city or your zip code to search for your store. Select your store to see available positions.

4. Apply to the barista and shift supervisor positions (with one application) at your store or at another store in your district. To do this:

    a. Select one of the positions by clicking **Apply**

    b. On the next page, scroll down to find and select **Next Step: Additional Positions**

    c. Select the Additional Position by checking the box, and then click **Begin Application**

5. Review the Pre-Application Disclosures, click in the circle to provide your consent, and click **Next**.

6. Enter Personal Information and Account Information:

    a. Use your first name + "Barista" and your last name

       (Example: Suzy Smith=SuzyBarista Smith).

    b. Complete the required personal information.

    c. For your Social Security Number (SSN), use a random set of numbers (do not use your own social security number or a predictable set of numbers such as: 111-11-111 or 123-45-6789 or 333-444-5555).

7. It is important to record your applicant profile information here. You will refer to this information to complete the activities in this workbook.

    Name_____

    SSN_____

    Username_____

    Password_____

NOTE Remember not to use your actual social security number.

8. Complete the remaining sections of the application as if you were an actual applicant.

9. To successfully complete the application, ensure that you respond as indicated:

    a. FCRA section: Click **Yes**, **Understand** and **Agree** as per each question.

    b. Pre-employment questions: Indicate **Yes** to all questions, except the Criminal Background question. Answer **No** to this question.

10. Review your complete application and click **Submit Your Application**.

11. Once you submit the application in the training environment, close the RHH training environment window.

12. In the Candidate Experience dialog box in MyLearning, click the **Home** button.

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Hiring Management Console (HMC)

Store managers use the HMC to source, record selection outcomes, hire and onboard retail hourly candidates. This ensures that the actions taken for each applicant at Starbucks are tracked and recorded for legal compliance. In the HMC training environment, you will work with the fictitious application you created, instead of with a real application. The training environment provides you with a safe environment to explore the features of the RHH system.

NOTE: Managers can view completed applications immediately after they are submitted.

Getting Started

1. Go to the store laptop.

2. Access MyLearning.

3. In your To-Do List on MyLearning, click **RHH Training US**.

4. In the RHH Training file, click **Hiring Management Console.**

5. In the Hiring Management Console dialog box, click **Launch Hiring Management Console** to open the HMC training environment.

6. Enter the username and password, and click **Login**.

   Username: TR_US123456

   Password: Coffee1!

NOTE: The password is case sensitive.

↺ Complete the following steps by following the *U.S. Retail Hourly Hiring User Guide*. Note the Reasons Why for each step.

Search for Applications

1. In the *U.S. Retail Hourly Hiring User Guide,* read the "Search & Assign Applications" section.

2. Follow the steps in part "A" to "Search all Applications."

3. Follow the steps in part "B" to "Search Application by Name." Search for the application that you created in the previous activity.

NOTE: As you are working in the RHH training environment and completing the steps in the hiring process, observe the results of each action on screen to familiarize yourself with the system.

Begin the Retail Hourly Hiring Process: Review Applications

When you find the application that you created, then you are ready to begin the retail hourly hiring process.

IMPORTANT: A locked application displays with a padlock icon in RHH. If you notice that the application you created is locked, this means that you have used an existing social security number. Please return to the previous activity and submit another application.

1. In the *U.S. Retail Hourly Hiring User Guide,* read the "Review Applications" section.

2. Follow the steps to review the application you created.

3. Click **Move to Verbal Pre-Screen**.

NOTE You are legally required to record a candidate's status. When you click **Start**, this identifies the application as "reviewed," which is a legal requirement. Additionally, this prevents other managers from taking action on this applicant.

Conduct Verbal Pre-Screen, Interview and Employment Verification

NOTE For this activity, you will locate and review the forms in the HMC. There is no need to print the forms, because you will not be conducting an interview. For additional information about legal requirements for retention of documents, refer to the *Partner Resources Manual* on the Store Portal.

1. In the *U.S. Retail Hourly Hiring User Guide,* read the "Conduct Verbal Pre-Screen" section.

2. Follow the steps to locate the Interview Guide and Application Details.

3. Review the Interview Guide and Application Details.

4. Click **Move to Interview**.

5. Read the "Conduct Interview" section.

NOTE For this training, you will observe your coach conducting an actual interview as one of the Observation Activities at the end of this workbook.

6. On the **Hiring Process** tab, click **Move to Offer**.

7. In the *U.S. Retail Hourly Hiring User Guide,* read the "Conduct Employment Verification" section.

8. Follow the steps to locate and review the Employment Verification form. Note the legal requirements for retaining employment verification.

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Extend Conditional Offer and Background Check

All externally hired retail hourly partners are required to pass a criminal background check before receiving a final offer of employment. The background check is required to ensure the safety and security of our partners and customers, as well as to protect our physical assets from damage or loss. The background check results take an average of three business days to process. (Courts are closed on weekends and holidays.) Please note that this waiting period requires planning for additional time in the Staffing plan.

1. In the *U.S. Retail Hourly Hiring User Guide,* read the "Extend Conditional Offer" section.

2. On the **Hiring Process** tab, click **Offer Extended**.

3. Read and follow the steps in the "Initiate Background Check" section. You will create a fictitious date of birth for your applicant.

   NOTE: Because you are working in a training environment, there are no background check results automatically provided. You must manually modify the background check results for the application you created.

   To move to the next step in the training environment, complete these steps to simulate background check success.

4. In the left navigation pane, click **Modify Application**.

5. Select **Pass** from the **Initiate Background Check** drop down list.

6. Click **Save**.

7. In the *U.S. Retail Hourly Hiring User Guide,* read but do not complete the steps in the "Review Background Check Results and Inform Candidate of Next Steps" section.

Offer Accept/Decline and Close Out Other Interview Candidates

1. In the *U.S. Retail Hourly Hiring User Guide,* read the "Offer Accept/Decline "section.

2. On the **Hiring Process** tab, click **Offer Accepted**.

3. Read the "Close Out Other Interview Candidates "section.

   NOTE: Be sure to close out all interview candidates that you did not hire. If you do not want to move forward with a candidate, it is very important to select a reason why. By doing so, you will release the application to the pool for other managers to access. If you do not follow these steps, the application will be locked from other managers. This prevents a qualified applicant from being considered for any additional employment opportunities at Starbucks. You are legally required to take this action.

   A locked application displays with a padlock icon in RHH. To unlock an application, see the Troubleshooting section of the *U.S. Retail Hourly Hiring User Guide.*

Onboarding

IMPORTANT: All onboarding processes (employee and manager onboarding) are time paid and must be completed on the partner's first day of work.

Now that your candidate has accepted a position at Starbucks, you must complete Employee and Manager Onboarding, which includes completing and submitting all New Hire paperwork (both electronic and hard copy). The purpose of Employee and Manager Onboarding is to ensure:

- Partner records are accurate (such as for tax allowances and payroll).

- Starbucks is compliant with all state and federal laws. (For example: new hires have proven legal eligibility to work in the country where they are hired).

- Starbucks has applied for any state and federal tax credits, which provides Starbucks with significant tax credit for eligible new hires (such as the Work Opportunity Tax Credit).

Employee and Manager Onboarding

Because you are working in a training environment with the application that you created, you must log in both as the newly hired partner and the onboarding manager.

1. In the *U.S. Retail Hourly Hiring User Guide,* read the "Employee and Manager Onboarding" section.

2. Follow the steps to complete both the employee and manager onboarding.

3. Sign in to Employee Onboarding using the First Name, Last Name and last four digits of the social security number for the application that you submitted in the first activity. Follow the steps for employee onboarding.

4. When employee onboarding is complete, sign in to complete Manager Onboarding by using this username and password:

    Username: TR_US123456

    Password: Coffee1!

5. Use the information below to complete the e-signature page, which requires managers to confirm their name and credentials:

    Name: Any

    Managers Title: Any

    Partner Number: 00123456

    Last 4 digits of your SSN: 2010

6. Read the "Complete New Hire Paperwork" section of the user guide.

7. Review the steps to print the New Hire Packet.

8. Read the "Complete on the First Scheduled Shift" section of the user guide.

9. Once you complete the activity in the training environment, close the RHH window.

10. In the Hiring Management Console dialog box, click the **Home** button.

11. In the RHH Training file, complete the training by clicking **I completed this training**.

NOTE: This records completion of the RHH module in MyLearning.

12. In the Course Complete dialog box, click the **Back** button.

13. Close the RHH Training window and log out of MyLearning.

Discussion Questions

Refer to the *U.S. Retail Hourly Hiring User Guide* to answer these questions. Discuss the questions with your coach. Also, discuss any questions you noted as you completed the module.

1. How does an applicant submit an application?

2. What are all of the reasons you are required to follow the RHH process exactly as defined in the *U.S. Retail Hourly Hiring User Guide*?

3. What are your resources if you have RHH questions or issues?

4. Why is it important to validate the information on the Application Details page when pre-screening an applicant?

5. Where, how and why do you retain STAR forms and employment verification forms?

6. Why should you update a candidate's status at each step in the hiring process? If you do not, what impact does it have on the candidate?

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7. Why are you required to extend a "conditional" offer, before the background check? How is this different for a minor?

8. What do you do if a candidate does not pass the background check? What are your resources if a candidate fails the background check?

9. How do you know when a Hire is successfully completed in RHH?

10. When should employee and manager onboarding be completed?

Conclusion

Now that you have completed your Retail Hourly Hiring System training, you are ready to work with your coach to apply the skills and knowledge from this training to your work.

Next Steps

- Meet with your coach to discuss how you will apply what you have learned.
- Complete the observation activities with your coach.
- Complete the course evaluation with your coach.

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Skill Check

By completing the activities in this module, you have demonstrated the skills required for each learning objective.

Observation Activities

Observe the following activities with your coach, when they are available.

Activity	Resources	Date Complete
When possible, observe your store manager or coach do the following:		
Conduct a verbal pre-screen and indicate the results in RHH	*U.S. Retail Hourly Hiring User Guide*	
Conduct an interview and indicate the results in RHH	STAR form *Interview Guide*	
Notify and close out candidates in RHH	*U.S. Retail Hourly Hiring User Guide*	
Extend a conditional offer and record it in RHH	*U.S. Retail Hourly Hiring User Guide*	
Review the results of a background check in RHH	*U.S. Retail Hourly Hiring User Guide*	
Inform a candidate of next steps after a background check and record the results in RHH	*U.S. Retail Hourly Hiring User Guide* Background Check Fail Job Aid	
Onboarding (including Employee Onboarding, Manager Onboarding and completing New Hire paperwork)	*U.S. Retail Hourly Hiring User Guide*	
Actions to be completed on first scheduled shift	*U.S. Retail Hourly Hiring User Guide*	
Complete steps to unlock an application	*U.S. Retail Hourly Hiring User Guide* – "Troubleshooting" section	

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Notes and Questions