

# CHAI POINT

*To serve a great cup that brightens lives and brings people together*

**At Chai Point (Mountain Trail Foods Pvt Ltd.), we're looking for individuals who want to discover their purpose, provide them with opportunities to find explore and strengthen their skills, while still having a lot of fun and bonhomie.**

**Designation:** Trainee/Apprentice-(*Fresher*); Store Partner (*Experienced*)

**Role:** We are seeking a dedicated and customer-oriented individual to join our team as a Store Partner at our tea-based Quick Service Restaurant (QSR). As a Store Partner, you will play a crucial role in ensuring the smooth operation of the store, providing exceptional service to our customers, and contributing to the overall success of the establishment.

## **Key Responsibilities:**

### ❖ **Customer Service:**

- Greet customers warmly and assist them in making product selections.
- Provide product information, recommendations, and suggestive selling to enhance customer experience.
- Handle customer inquiries, concerns, and complaints in a professional and efficient manner.
- Ensure customer satisfaction by delivering high-quality service and resolving issues promptly.

### ❖ **Operational Support:**

- Assist in the preparation of tea-based beverages, ensuring adherence to recipes, quality standards, and presentation.
- Maintain cleanliness and organization of the store, including workstations, equipment, and dining areas.
- Follow proper food safety and sanitation procedures to uphold health and safety standards.
- Operate cash registers, handle transactions accurately, and process payments efficiently.

### ❖ **Team Collaboration:**

- Work collaboratively with team members to achieve store targets and objectives.
- Foster a positive work environment by demonstrating teamwork, respect, and professionalism.

### ❖ **Compliance and Safety:**

- Adhere to company policies, procedures, and standards at all times.
- Maintain compliance with health and safety regulations, including food handling and sanitation guidelines.
- Report any safety hazards, incidents, or maintenance issues to management promptly.

## **Qualifications:**

- Education: Intermediate (2<sup>nd</sup> PUC) /Diploma course completion
- Strong interpersonal and communication skills.
- Ability to work effectively in a fast-paced environment.
- Excellent customer service skills with a friendly and approachable demeanor.
- Basic math skills for handling transactions.
- Previous experience in the food service industry is preferred.
- Flexibility to work various shifts, including evenings, weekends, and holidays.

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## **About Chai Point:**

The world's largest Chai-led beverage platform, Chai Point, is an omni channel brand that started in 2010. The Company reaches millions of customers every day through multiple touch points including retail stores, cloud kitchens, corporate offices and institutions, consumer packaged goods, and HORECA (hotels, restaurants, and cafes). myChai™ brewing system is a proprietary Cloud-connected Chai and coffee brewing technology platform that gives Chai Point the capability to brew fresh chai and coffee with consistent quality on a global scale. Chai Point is present in India through its retail network of over 100+ stores across 9 major cities and in over 3500 workplace community hubs across 21 cities through its specialized brewing systems.

With single origin tea from Assam's finest estates and 100% single origin Arabica coffee beans from Rainforest Alliance certified estates of Chikmagalur, Karnataka, Chai Point is already serving over 700,000 cups every day. Chai Point is the first company in India to launch environment-friendly heat retaining Chai flasks in 2016 that can keep the chai, coffee hot for up to 2 hours.

As the brand continues to expand across formats with myChai™, the Company is aiming to tap into one million small and mid-size bakeries and cafes by bringing them onto a single platform. The Company plans to install 30,000 myChai™ brewing systems across India in the next 3 – 5 years giving it the largest footprint in the retail channel in India.

Towards the brand purpose of brewing an authentic cup that brightens lives and brings people together, the Chai Point Rewards program not only continuously delights and rewards its customers but also engages communities in a unique manner through the IROC – I Run on Chai program, which is seamlessly integrated in the Chai Point mobile app.

Chai Point is backed by marquee investors like Eight Roads Ventures (part of Fidelity Investments Inc.), Saama Capital, DSG and Paragon Partners. The Company has raised over \$50 million in funds till date.

## **Awards and Accolades:**

We recently won “**Excellence in Food Distribution** at the CNBC TV18 Global Logistics Awards and “**Best Cafe**

**Chain**” at the F&B Business Excellence Awards Function hosted by Indian Express. In 2018 we won the following awards:

- ***Chai Point has been featured under the 2019 Top 10 Most Innovative Companies -India***
- ***Entrepreneur Start up Awards 2018: Best Food Tech Company***
- ***Financial Times FT1000 High Growth Companies: Ranked 86 out of 1,000 companies identified in APAC region***
- ***Global Logistics Excellence Awards 2018***

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## **Company Culture:**

We are an infectious bunch. Be it the way we rise to challenges, the cutting-edge products we create, the dreams we chase or the fun we have at work. We invite you to free yourself, dream big and chase your passion. We are here today because we did just that.

We are **Passionate** & we **Innovate every day**; we believe in being **Detail Oriented** as the difference between mediocrity & excellence is in the attention to details. We are **Happy Positive** & move forward with a happy spirit and believe that solutions are easier to find when you have a smile on, **Team Orientation & Ownership** are qualities that have got us this far and will lead the way in making us the most lovable brand, if you think you resonate with what you just read. We are an ideal match!!

[Click to know more](#)

Chai Point has taken a leadership role in its commitment to social responsibility. Our priority was and is to move towards 100% plastic-free, recyclable usage of consumables. By promoting recycling, fostering green procurement, reducing waste and exceeding regulatory requirements whenever possible, we aim to minimize our impact on the environment.