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Starbucks. History
and Positioning A
Coffee Culture
STARBUCKS

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CULTURE. Our Heritage. Every day, we go to work hoping to do two things: share great coffee with our friends and help make the world a little better. It was true when the first Starbucks opened in 1971, and its just as true today. Back then, the company was a single store in

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Seattles historic Pike
Place Market.

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Service. As a

Starbucks Barista,

you will provide

legendary customer

service to customers

with quick friendly

service, high quality

beverages, and a

clean relaxed

environment. With

every cup of

Starbucks comes

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service that will make a human connection, from you, to your customer. Dress Code ...

~~Starbucks Customer Service Training Manual~~

The purpose of this manual is for you to understand the general expectations of Starbucks and

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outline the structure of your work environment. Our goal is to introduce you to what our expectations are of you as a Barista, and a partner. You will find in this manual our dress code, and customer service expectations.

~~Starbucks Barista~~

~~Jay Sims~~

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The 'Starbucks Experience' workshop — drawn from our global Starbucks training; A hands on, practical beverage

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making session; A
Training & Standards
manual; Videos and
live webinar training
throughout the year;
Our dedicated London-
based customer
service team is on
hand to handle any
query, large or small,
during operating
hours.

~~Starbucks Branded~~

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~~Solutions | Our~~
Support

It is a highly effective
learning experience

for a new barista that
quickly enhances

confidence and
competence in

delivering customer
service. Shift

Supervisor Training
Program The Shift

Supervisor Training
Program focuses on

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the basics of people management; training new partners, supervisory skills, floor supervision, cash controller responsibilities, ensuring the delivery of the Starbucks Experience and more.

~~Learning And
Development |
Starbucks Coffee~~

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Company

L&D leaders at Starbucks have created a new hire training program that utilizes the 70/20/10 approach. This means that 70 percent of partner training happens through on-the-job experience, 20 percent of training is acquired from feedback and

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mentorship from coaches, and 10 percent is learned through online e-learning modules.

~~How Starbucks Does Training To Create An Unforgettable ...~~

The Ultimate Starbucks Barista Guide - Tips for your Starbucks training. Since I've gotten

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many more followers in the past few months (thanks guys!), I've realized that this blog format isn't very good for discovering old posts. So for new readers, and those who are too lazy to dig around, I've compiled and categorized a list of oldies ...

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~~The Ultimate
Starbucks Barista
Guide - Tips for ...~~

Starbucks uses the highest quality arabica coffee as the base for its espresso drinks. Learn about our unique coffees and espresso drinks today. Customer Service | Starbucks Coffee Company

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~~Customer Service |~~

~~Starbucks Coffee~~

~~Company~~

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For many of us, that

company might be

Starbucks. Starbucks

has implemented 3

values that we should

all take some notes

on. Starbucks... Knows

their customer's

name and who they

are; Knows their

customer's previous

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orders; Always is creating fresh and new ideas based on customer feedback; Starbucks must be doing something right. They add

~~3 Customer Service
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Should All Learn
From ...~~

The Starbucks
Training Program is

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One of the key reasons why. Below are a few facts:

Starbucks has grown by an average of two stores per day for the last 27 years, Starbucks plan to add 1,000 stores in China alone next year, Starbucks spends more on employee healthcare than coffee beans, and...

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Starbucks stock is worth over 23x what it sold for ...

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~~The Starbucks Training Program - Why It is So Good!~~
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Legendary Service. As a Starbucks Barista, you will provide legendary customer

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service to customers
with quick friendly
service, high quality
Page 2/6. Access

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Training Manual
Zumleo beverages,
and a clean relaxed
environment. With
every cup of
Starbucks comes
service ...

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Customer Service

with a Heart The

Disney Way Kim

Alvarez—Alvin ISD

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~~The Disney Way~~

“Starbucks is a really

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good company to
work for because you
can interact with
people and also learn
about customer
service that's
important for any job.”
Apprentice, Berkeley
Street, London Urge
to learn and to help
others learn Good
memory learninG
Strong sense of pride
Sense of

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responsibility and
initiative Spot what
needs to be done and

~~Barista Mastery and
Customer Service~~
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Barista Can Teach
You About Good
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Skills. Originally
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Barista Can Teach
About Good
Customer ...~~

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commitment to
environmental
stewardship has
taken on special
meaning for our

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partners. For the last two years, we have offered our partners the chance for an opportunity of a lifetime – a company-sponsored Earthwatch Expedition. In 2003, Starbucks sent five partners on two-week expeditions to work with the Earthwatch

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Report Starbucks
Coffee Company~~
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15 or more Starbucks
Cards, eGift or Co-
branded Cards, B2B
related Card inquiries.
In Our Stores. Service
experience,

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merchandise, product
availability, Wi-Fi,
store location.

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