Mystery Shopping Starbucks 2023

Times in Districtory; Stone Name & Location: Chancle Nico. Hame of Beverage/Food: Times could (fish more): Please mention marketing message (flany): When Staff Name not available, please describe below the: nationality, gender, hair type/colour & other remarks:

Staff Name: Description (at till): Staff Name/Description (at hand-off bad): Number of customers standing in line before you lexcluding yourself. Number of staff you dealt with:

Number of staff observed in the store:

Staff Harme/Description jother. If anyl: Creening time (MM-6.53): Shopper Hame:

	Service Experience at the Register 52%	- Weet	No	MAG
٦.	Did the partner on register acknowledge you with eye contact and a genuine prolin?			- 81
2	Did the partner on the register offer you a friendly greating?			- 0
3.	Did the partner ask you to scan your remands Application if you are a Starbucks Remands member at the beginning of the transaction?			- 6
4.	Did the partner make an additional suggestion to your order such as beverage from the current promotion, an add on or food?			- 5
5.	Did the partner ask for your name when taking the order, if you were not a Starbucks Reviands customer?			- 0
6.	Did the partner attempt to connect with you or other customers through friendly conversation over and above taking your order?			- 5
7.	Where any partners observed being rade or arguing between each other or customers?	-		5-
ø.	Did the partners have a furt Say Yes attitude to any queries or complaints raised by customers			- 15-
	Beverage Experience at Hand off 20%			100
9	Did you receive the beverage you ordered to the correct quality?			- 8
10	. Was the name of your beverage and your name called out by the partner? (customer name and drink name must appear on cup / label)			- 6
77	. Wiere you offered a 'thors' you' for your visit or a flanewell' when the partner handed you the drink?			- 6
	Cleanliness 20%	Yes	Nico	M/2
12	. Were all partners well-presented and groomed in clean uniforms including: apron, cap and name budge?			4.
13	. Were the toilets clean and well stocked?			- 8
14	. Were the tables and floors inside clean and free of rubbish?			181
	Speed of Service Experience 8%	Years	No	1947/2
15	. Were you happy with the speed of service today from entering the store to receiving your order?			- 101

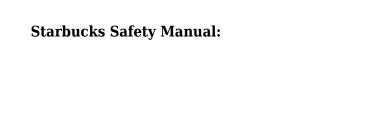
Service Experience at the register

S/I. Standards, Guidelines and Exceptions Acknowledgment

Did the partner on register acknowledge you with eye contact and a genuine smile?

Starbucks Safety Manual

Raffaela Di Napoli



The Enigmatic Realm of **Starbucks Safety Manual**: Unleashing the Language is Inner Magic

In a fast-paced digital era where connections and knowledge intertwine, the enigmatic realm of language reveals its inherent magic. Its capacity to stir emotions, ignite contemplation, and catalyze profound transformations is nothing lacking extraordinary. Within the captivating pages of **Starbucks Safety Manual** a literary masterpiece penned with a renowned author, readers attempt a transformative journey, unlocking the secrets and untapped potential embedded within each word. In this evaluation, we shall explore the book is core themes, assess its distinct writing style, and delve into its lasting effect on the hearts and minds of people who partake in its reading experience.

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