

Mystery Shopping Starbucks 2023

Store Name & Location:

Check No.:

Please mention marketing message (if any):

When Staff Name not available, please describe below the: nationality, gender, hair type/colour & other remarks:

Staff Name/Description (at till):

Number of staff you dealt with:

Number of staff observed in the store:

Date: / /

Name of Beverage/Food:

Staff Name/Description (at hand-off bar):

Number of customers standing in line before you (including yourself):

Time in (hh:mm):

Time out (hh:mm):

Staff Name/Description (other, if any):

Queuing time (MM:SS):

Shopper Name:

Service Experience at the Register 52%			Yes	No	N/A
1.	Did the partner on register acknowledge you with eye contact and a genuine smile?				0
2.	Did the partner on the register offer you a friendly greeting?				0
3.	Did the partner ask you to scan your rewards Application if you are a Starbucks Rewards member at the beginning of the transaction?				0
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 Rewards 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.	Were any partners observed being rude or arguing between each other or customers?				5
8.	Did the partners have a Just Say Yes attitude to any queries or complaints raised by customers?				5
Beverage Experience at Hand-off 20%					
9.	Did you receive the beverage you ordered to the correct quality?				0
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)				0
11.	Were you offered a "thank you" for your visit or a " farewell" when the partner handed you the drink?				0
Cleanliness 20%			Yes	No	N/A
12.	Were all partners well-presented and groomed in clean uniforms including: apron, cap and name badge?				4
13.	Were the toilets clean and well stocked?				0
14.	Were the tables and floors inside clean and free of rubbish?				0
Speed of Service Experience 8%			Yes	No	N/A
15.	Were you happy with the speed of service today from entering the store to receiving your order?				0

Service Experience at the register

S/L	Standards, Guidelines and Exceptions	
1	Acknowledgment	Did the partner on register acknowledge you with eye contact and a genuine smile?

Starbucks Safety Manual

Raffaela Di Napoli



Starbucks Safety Manual:

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's 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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