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HCOM 100-01/05

Ms. Tran

**Title:** How to treat your local Starbucks Barista.

**Specific Purpose:** To inform fellow classmates the proper way to treat someone who makes their favorite coffee of the day, elaborating on past events.

**Thesis Statement:** Being well informed about proper etiquette and manners will greatly improve relations between a customer and a barista. This predisposition can also help build positive relationships outside a workplace environment such as familial and romantic relations.

**Introduction**

**Attention Material:** One time seven months ago, I was assigned a closing shift. A certain, delightful individual ordered a dark roast at 9:30 at night. For the uninitiated, dark, blonde and decaf roasts are all served up until 11 in the morning. This was a time when I was super new to the job, as in this was my first shift without my trainer. Unfortunately this customer was well-versed in Starbucks pricing and kept insisting that I steamed him exactly four ounces of Breve. All while this was going on, he was aggressive in his body language and tone of voice. The nervous squirrel in me did not know how to properly address the situation, resulting in escalated tones from an impatient customer. I cannot do this story justice in this small amount of time but you would like, I have extensively dissected this situation in essay form. No joke, I wrote an essay on it. Now, let’s analyze what Darwin could have done to properly treat someone who has direct contact with his drink, let alone another human being.

**Preview:** When talking to anyone, regardless of their merit or position, it is best to treat them as you would like to be treated. In this event, I ask; what would Jesus do? It’s called the Golden Rule and it seems to work pretty well for him.

**Body (1)**

1. We can now break down what it means to be respectful to one another. This might seem like an easy topic to pin down but respect has a deeply rooted philosophy that is hard to define. In this instance, we will focus on the aspect regarding how it deals with relationships. As defined by Robin Dillon, “respect is, most generally, a relation between a subject and an object in which the subject responds to the object from a certain perspective in some appropriate way”(Dillon, 2018).
   1. This is a quality that Darwin failed to convey while waiting for his drink. He and many other in this world feel entitled to his or her coffee. He logically constructs that since he paid for this Venti cup of Joe, whatever is said from the cash exchange and a coffee in his hand does not matter. This is a flawed mindset as it fails to recognize someone’s self-worth and lacks a level of compassion for an individual who is clearly new and jumpy. As Hannah Petertil from Delish puts it, “We are not robots” and we will NOT get your drink just the way you ask for it, “feel free to buy a Keurig” if you want that experience (Peteril, 2018). Also, Darwin, you’re not nifty and superior because you know that we charge for any milk past four ounces. Laura Beck from Cosmopolitan would put you in the same boat of people who order from the secret menu and announce “AREN’T I COOL?”(Beck, 2017). No. No you’re not. Be an adult and just pay the sixty cents; you drive a Cadillac for Heaven’s sake.
   2. I would also like to note that incessantly poking and prodding about your drink’s estimated time of arrival is, as Jess Bolluyt from Cheatsheet puts it “...completely unnecessary”(Bolluyt, 2017). This is especially true when you are the only person in line. Please refrain from this behavior at all costs.

**Body (2)**

1. As we further analyze this situation, I would like to outline what he should have done. This would be more of a rant rather than an informative speech. Now, there are a couple of obvious details I can point out. If he could (and I am not sure if he saw) notice a fairly stressed kid, he could slow his roll. In stepping back and letting the situation unravel without a catalyst, both parties learn a valuable lesson. For him, patience is a virtue, and as cheesy as that sounds, it is fully applicable. For me on the other hand; not everyone is out to get you and more importantly, just relax.
   1. There is actually a parallel interaction with another customer that perfectly outlines what should have occured. Doug, who over the month have grown an affection towards, always orders a Venti Pike with six pumps white mocha, room for cream, double-cupped and wants freshly brewed coffee. In the beginning, I did not know of such order and when I took his order for the first time, I kept stumbling through it. Even though I was getting things wrong, Doug coached me with a nice but stern voice. He was patient and not demanding why his drink was not in his hand. Ever since that incident, I knew that there were some good customers out there.
   2. Now let’s analyze what Doug did to fully understand what the right thing was to do. He did not rush me when I was stressing out, which made the entire ordeal more pleasant for the both of us. By not adding gasoline to the fire, he attempted to add some water in the form of empathy.

**Body(3)**

1. Before I conclude this speech, I would like you all to know that your favorite barista at Starbucks probably likes you back. When you come, you’re predictable and generally nice. Smiling in our work environment is unfortunately sparse and when it happens, we truly are glad to see you.

**Conclusion**

**Summary and Conclusion:** You may be thinking, “Jared, this is just coffee, I think you need to relax”. Quite frankly, you’re right, this is just coffee. I can say the same thing. This is my platform for a bigger message for you all to think about; treat people with kindness. It does not matter that I work for Starbucks, these are merely anecdotes. People need to chill out or as Hannah Peteril from Cosmopolitan put it “relax your sphincter muscles. They deserve a break” (Peteril, 2018) She said it, not me. In the end, it’s just coffee. If you really want to buy four bags of coffee, ground at a fourteen filter, and ask if you can have a kids hot cocoa for free (which by the way costs a whopping $1.45) for your rowdy kids, AND in the middle of an insane rush; all I have to say is no. Please wait your turn, it’s good for your attention span and quite frankly a break; you’re not doing anything. Isn’t that nice?

**Works Cited**

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