DEMONSTRATION SPEECH

Carmel machiotto for wonder woman, Yes, i am a starbucks barista, but its not as easy as it looks, and today im going to let you know how to be a starbucks barista, from being a cashier, making the drink and calling out the name. First lets talk about being a starbucks barista, to be a starbucks barista you need to learn the type of customers there are, first there are the clueless chloe’s, they are the ones that dont know how to pronounce anything and dont know what anything is. These customers are easy to notice, they usually say they want a vyentay white mosha, (Venti white mocha) next we have the Starbucks regulars. Most barista’s love these types of customers because if they are a regular, you know what they want, its quick, easy, and you usually can have a quick conversation with them. A lot of times, they are the type of people that put weird names on the starbucks order, such as ‘Wonder Woman’ or ‘Batman’. The third type of customers are the “I know it all” people, they tend to argue with you on the pronouncing of the drink, the price. Depending on the customer is how you respond, with the regulars you can usually respond jokingly, with Clueless chloes you should respond without making them feel bad that they dont know what things are, and for the know it alls. You just got to keep from being sarcastic. Next part of being a cashier, is writing on the cup, to write on the cup you need to know all the abreviations for the drinks. A white mocha is an WM, a latte is a L, and a carmel machiato is a CM. Then you have to know how to write if they want two extra shots, flavoring, decaf, or special orders. And lastly on writing the cup, you always have to spell the name wrong or write a different name. Sarah is sally, Micheal is Miguel, and Jack is Jake

Thats how to be a starbucks cashier, now lets talk about making the drink, starbucks uses Verizmo to make there drinks, at the starbucks i work at, we use one of these (Picture) this is a verizmo 701 espresso machine, it has the option for hot water, steam, and 1-3 shots of espresso. To make the drink, there is three steps preparing the drink, steaming the milk and adding espresso. Do prepare the drink, you need to know the ratio, the regular drinks such as the mocha, white mocha, and hot chocolate. Depending on the size is the amount of sauce you add to the cup, for tall its 2 pumps, grande 3, and venti is 4. It would take to long for me to explain all other drinks, but you get the idea. Next for steaming the milk, tipycally you want to steam the milk to about 160 degrees farenheit, the milk will continue to heat up another 10-15 degrees. This will leave the cup at around 170 degrees farenheit, that being said, a lot of customers that are regulars will usually ask you to make it extra hot or vice versa. Now to the espresso, tall cups get 1 shot of espresso, and grande/venti get 2 shots of espresso. I’m going to go into some detail about espresso, espresso is regular coffee beens, usually roasted a little darker to get a better taste, according to startcooking.com, there are three parts of espresso, the heart, the dark bottom, the body, the middle, and the crema, wich is the sweet froth on top. What a lot of people dont know is espresso expires, usually within ten seconds, what happens is all three parts of the espresso mix together causing a bitter shot of espresso. If you simply add a little liquid to the espresso before that is “saves” the shot, keeping it sweet. Then simply add it to the drink.

Thats how to make the drink, lets move onto calling out the name, this seems very simple, but there are alot of parts, including adding the toppings, applying the lid, and calling the name. To add the topings it depends on the drink, for a mocha, its whip cream, then depending on what type of mocha, for chocolate you drizzle chocolate on top, for caremel, you drizzle caramel on top. But there is a way to drizzle, its four circles, four lines vertically, four lines horizontally. After you add the toppings, its time to put on the lid, sadly this part took the longest to learn for me, you have to prepare in advance to leave enough room for whip and the lid. On multiple occasions, i added to much whip cream, or liquid, when i added the lid, it spilled out causing stains on the cup, burning my hand and making a mess. But you dont want to add to little, otherwise the customer thinks you are cheating them out of a drink. And finally for calling out the name, you want to be able to project your voice without yelling, you say what the drink is, then the persons name. It will sound something like i said before, “white chocolate mocha for superwoman”. It should sound like that, occasionally you have to repeat it multiple times when they dont hear you, also you need to make sure your pronouncing the names right.

In conclusion, i have taught you to be a starbucks barista, from being a cashier, making the drink, and calling out the name. I hope that this has prepared you if you want to work at starbucks, or simply given you knowledge of what its like on the other side of the cuonter. Thank you.