



ROASTERY BARISTA NEXT CHAPTER

Overview

Roastery Barista training is complete! Now is your opportunity to connect with your barista over their training experience. How did it go? Did they complete all assigned learning, activities and skill checks? Use this time to celebrate their successes and identify where additional practice is needed. Ask the barista for feedback on their training experience and determine next steps.

Learning Objectives

During the Next Chapter conversation, the barista will:

- Celebrate completion of the Roastery Barista Program
- Describe next steps in their training and development plan
- Explain benefits at Starbucks
- Provide recognition to peers
- Discuss next steps towards future development opportunities

Directions

- The Next Chapter Conversation should be led by the manager.
- This discussion should take 30 minutes
 - Prior to discussion, review the barista's completed training plan and skill checks
 - Ask the trainer to share their feedback about the training experience

Checklist

In addition to this guide, have the following materials available:

- Completed Training Plan
- Completed Skill Checks
- Trainer feedback
- Starbucks Reserve® Ops Excellence Field Guide
- Recognition

Agenda

1 Congratulations
10 minutes

2 Benefits and Reminders
10 min

3 Recognition
5 minutes

4 Next Steps
5 minutes



NOTE: The Next Chapter conversation should only happen once all training is complete. If the training plan is incomplete, ask the barista to complete remaining assigned learning, activities or skill checks first.



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1 Congratulations

Share: Congratulate the barista on completing the Roastery Barista program! Tell them why you think they will make a great barista.

Do: Review the completed Training Plan and address areas that require more practice.

Ask: How was your training experience? What feedback do you have for me and your trainer? Did you receive the direction and support you needed from me and your trainer? What else can I do to help you feel successful in the Roastery and Reserve space?

Share: Recognize any successes. Share what went well and identify areas where the barista may need more practice.

2 Benefits and Reminders (*use this section if barista is new to Starbucks*)

Say: During our First Sip conversation, we reviewed some of your benefits. I want to make sure I have answered your questions about benefits as well as opportunities to get involved at Starbucks and Siren Retail.

Ask: Have you been able to use the Starbucks App and your partner number to get your partner markout and discount?

Do: Encourage the barista to download the Starbucks App on their mobile device. Show them how to link their Partner Card to their Starbucks App if they have not already done so.

Do: Encourage the barista to register their Partner Card to become a Starbucks Rewards™ member if they have not already done so.





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Benefits and Reminders continued *(use this section if barista is new to Starbucks)*

Ask: Have you had a chance to look into your benefits?

Do: Make sure the barista understands when they will be eligible for medical, dental and vision benefits by directing them to the Benefits tab on Partner Hub. Explain that they will receive information in the mail on how to register.

Do: Remind the barista to check out the **Starbucks College Achievement Plan**. It is the perfect place to learn more for themselves or to encourage other partners to earn their bachelor's degree!

Do: Remind the barista to review the Total Rewards section of their Partner Guide and Siren Retail Addendum for information on Bean Stock, SIP and 401(k) eligibility.

Highlight the following benefits:

- **Bean Stock** – Allows you the opportunity to own Starbucks stock. You will need to activate your Fidelity account to accept grants. (Note: The barista must be 18 years of age to register for an account.)
- **Stock Investment Plan (S.I.P.)** – This program allows you to buy shares of Starbucks stock at a discounted price through regular payroll deductions. You are eligible to participate after 90 days of employment. Shortly before quarterly enrollment, an enrollment kit will be mailed to your home address.
- **Future Roast 401(k)(US only)** – Allows you to save for the future and receive matching contributions from Starbucks. You must have 90 days of service (and be age 18 or older) to participate.





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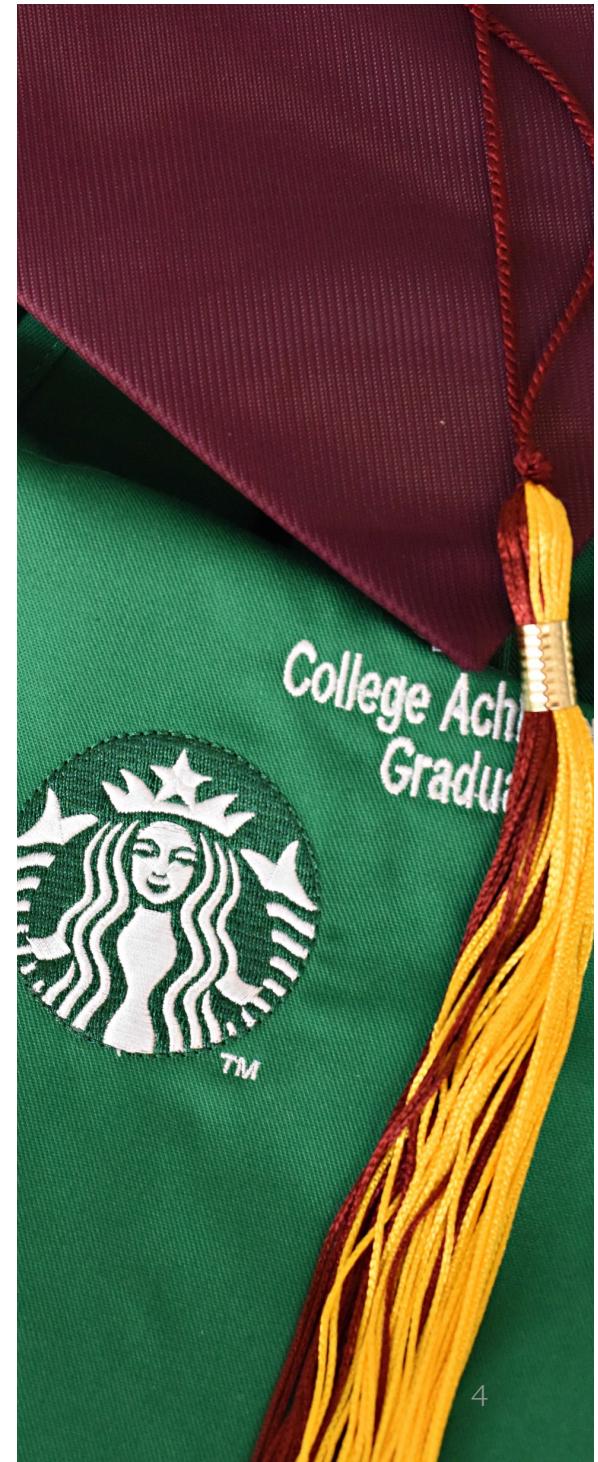
Benefits and Reminders continued *(use this section if barista is new to Starbucks)*

Say: Our Mission is about one person, one cup, and one neighborhood at a time. At our core, we welcome diverse experiences, backgrounds and thoughts to drive innovation that allow us to better connect with our customers. I want to support you with this.

Here are some ways you can get involved:

- **Partner Networks:** We have several Partner Networks that you can join – examples include Pride Alliance Network, Women's Development Network and Access Alliance Network, to name a few. Visit Partner Hub for more information.
- **Greener Apron:** The Greener Apron online program through Arizona State University teaches partners about sustainability efforts and policies. Go to www.greenerapron.com for more information!
- **Community Service:** Every partner can play a role in strengthening their community by leading or joining a community service project. You can learn more at www.Starbucks.VolunteerMatch.org.

Explain that additional information about these programs are located under the Social Impact and Benefits tabs on Partner Hub.





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③ Recognition

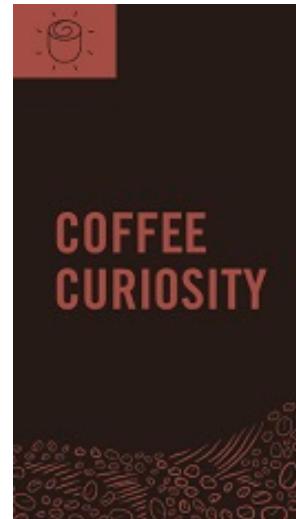
Say: Through applying Passion for Service and demonstrating your Coffee Curiosity, you will create magical moments for both your customers and fellow partners.

Say: Siren Retail Recognition Cards are an easy and heartfelt way for you to recognize your fellow partners. Choose a card that best describes how they bring the *Roastery and Reserve Experience* to life and add a personal message.

Do: Show the barista the Siren Retail Recognition Cards and present the barista with two cards you have personally filled out for them.

Tip: If possible, provide the barista with a Siren Retail Recognition Card that recognizes how they work with other baristas and a card that recognizes how they have interacted with a customer. This demonstrates how the cards can be used to recognize behaviors that create the *Roastery and Reserve Experience*.

Do: Encourage the barista to use the cards to recognize someone (like their trainer!)





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Next steps

Say: Roastery Barista is just the beginning of your new journey! You will continue to learn every day. The team is here to support you just like you will support them. We are all responsible for providing feedback to help one another succeed.

Say: Throughout the year, we will sit down for your Performance and Development Conversations which are a more structured way for us to discuss how things are going. We will also talk about your opportunities to continue to develop in your role.

Do: Share the **Barista Approach** within the **Starbucks Reserve® Ops Excellence Field Guide**. Explain that the barista can reference this tool when they start to look for more development opportunities.

Say: In between our **Performance and Development Conversations**, referencing the **Barista Approach** is a great way to check in with yourself and on your progress. You can find this resource in the **Starbucks Reserve® Ops Excellence Field Guide** and on Partner Hub.

Ask: What questions do you have for me?

Share: Congratulate the barista again and express confidence for their new role. Explain that you will always be available to support them!

