

Marshall Street Starbucks Extends Hours and Opens Dining Space

By Kendall Hymes

SYRACUSE, N.Y., Feb. 23, 2022 – With the start of the spring semester, the Marshall Street Starbucks Coffee has undergone major changes. Previously operating from 5 a.m. to 3 p.m., the cafe has extended its hours to 8 p.m. This makes the Marshall Street Starbucks the latest operating coffee shop in proximity to Syracuse University.

The change came after a semester filled with inconsistent hours and sudden closings. Minetsa Cotto-Ortiz, a barista at Starbucks and freshman at Syracuse University, has been working at the coffee shop since the start of the fall 2021 semester. Since her employment, her working hours have not been consistent. “We’ve had a lot of technical issues that led to our random closings,” said Cotto-Ortiz. “The store needed a remodel, and then we had Covid scares. Our main issue was that the availability of our staff was fluctuating.” The



Students can go to the Marshall Street Starbucks to study

lack of organization within the store deterred students, but Starbucks showed its determination to bring them back to its shop. Over winter break, Starbucks was able to address several of its obstacles. By the beginning of the spring 2022 semester, Starbucks was fully remodeled. By the beginning of February, Covid-19 cases in the Syracuse area had dropped substantially. These changes allowed for the store to reopen its dining section.

Syracuse students have reacted positively to the extended hours. Kandra Zaw, a freshman at Syracuse, buys coffee every day. For her, the longer, more consistent hours at Starbucks make it easier for

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her to get that caffeine buzz. “I used to go to the Starbucks on West Campus because its hours were better, but it was inconvenient for me because of how far it is from my dorm and classes,” said Zaw. “The Starbucks on Marshall Street is much closer to my dorm, and I’m glad that I no longer have to take the long journey.”

With its new operating schedule, open dining space and proximity to educational buildings such as the Whitman School of Management, the Marshall Street Starbucks has an opportunity to become a popular spot for students. “If Starbucks stays consistent with its new hours, then it would be very convenient In the evenings when I can sit down, do my work and enjoy a caffeinated beverage,” said Zaw. However, This potential for Starbucks to earn this reputation depends on if they’re able to keep up with its changes.

The Marshall Street Starbucks is still understaffed. Baristas now work shifts twice as long to compensate for the longer operating hours. “Work has become extremely exhausting,” said Cotto-Ortiz. “We need more employees but we are struggling to hire.” To Cotto Ortiz, Hiring more baristas would be the last and most important step towards solidifying the new changes. “Our changes seem to a lot of people happy,” said Cotto-Ortiz. “ I hope that we can continue to serve the Syracuse University community in a more organized way.”

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