



# CUSTOMER SERVICE EXCELLENCE TRAINING PROGRAM

Begin today

From the neighborhoods where our stores are located and coffee grown, we are committed to creating and investing in opportunities for people around the world.



Bringing people together, helping provide education and employment opportunities and making a difference in people's lives – it's all part of being a good neighbor and a sustainable company. Starbucks, even as a public company, has always believed that we can balance profitability and a social conscience.

Situation

Solution

## Mission

Starbucks is working with the Schultz Family Foundation and YouthBuild USA to prepare young people from disadvantaged backgrounds for careers in retail and customer service. During the course, students receive classroom and on-the-job training in a café, based on a similar training approach that Starbucks baristas receive in thousands of stores around the world.







Begin today

# CUSTOMER SERVICE EXCELLENCE TRAINING PROGRAM

Begin today

From the neighborhoods where our stores are located and coffee grown, we are committed to creating and investing in opportunities for people around the world.



Bringing people together, helping provide education and employment opportunities and making a difference in people's lives – it's all part of being a good neighbor and a sustainable company. Starbucks, even as a public company, has always believed that we can balance profitability and a social conscience.



**Mission**

Starbucks is working with the Schultz Family Foundation and YouthBuild USA to prepare young people from disadvantaged backgrounds for careers in retail and customer service. During the course, students receive classroom and on-the-job training in a café, based on a similar training approach that Starbucks baristas receive in thousands of stores around the world.





# CUSTOMER SERVICE EXCELLENCE TRAINING PROGRAM

[Begin today](#)

**From the neighborhoods where our stores are located and coffee grown, we are committed to creating and investing in opportunities for people around the world.**

Bringing people together, helping provide education and employment opportunities and making a difference in people's lives – it's all part of being a good neighbor and a sustainable company. Starbucks, even as a public company, has always believed that we can balance profitability and a social conscience.

## Situation

## Solution

## Mission

Starbucks is working with the Schultz Family Foundation and YouthBuild USA to prepare young people from disadvantaged backgrounds for careers in retail and customer service. During the course, students receive classroom and

on-the-job training in a café, based on a similar training approach that Starbucks baristas receive in thousands of

stores around the world.

[Mission](#)

[Testimonials](#)

[Contact Us](#)

[Begin Today](#)



Copyright © 2016 Starbucks. All rights reserved.





## BEGIN TODAY

Starbucks and the Starbucks Foundation are working collaboratively to connect young people to the skills and training they need to succeed in a rapidly changing global economy. This is where our Customer Service Excellence Training Program comes in. Fill out the form below to begin today and learn more through through a starter information packet.



“Over these past few weeks, I realized that people are just trying to help me. I’ve learned skills and more importantly I’ve discovered how to trust others. I’m not where I want to be yet, but I’m on the road to greatness.”

— Davie Óscar, 22

### Let's help you begin today.



How would you like to receive your starter information packet? ☐ Mail ☐ E-mail

[Begin Now](#)







## BEGIN TODAY

Starbucks and the Starbucks Foundation are working collaboratively to connect young people to the skills and training they need to succeed in a rapidly changing global economy. This is where our Customer Service Excellence Training Program comes in. Fill out the form below to begin today and learn more through a starter information packet.



“Over these past few weeks, I realized that people are just trying to help me. I’ve learned skills and more importantly I’ve discovered how to trust others. I’m not where I want to be yet, but I’m on the road to greatness.”

— Davie Òscar, 22

### Thanks, you’re on the right path!

You’re now registered for the Customer Service Excellence Training Program.

Within 5-7 business days you will receive your information packet. In the meantime, let us know if you have any questions by sending us a [message](#).

My future  
is bright!







## BEGIN TODAY

Starbucks and the Starbucks Foundation are working collaboratively to connect young people to the skills and training they need to succeed in a rapidly changing global economy. This is where our Customer Service Excellence Training Program comes in. Fill out the form below to begin today and learn more through through a starter information packet.



“Over these past few weeks, I realized that people are just trying to help me. I’ve learned skills and more importantly I’ve discovered how to trust others. I’m not where I want to be yet, but I’m on the road to greatness.”

— Davie Òscar, 22

### Let’s help you begin today.

▼

How would you like to recieve your starter information packet? ☒ Mail ☐ E-mail

Begin Now





## BEGIN TODAY

Starbucks and the Starbucks Foundation are working collaboratively to connect young people to the skills and training they need to succeed in a rapidly changing global economy. This is where our Customer Service Excellence Training Program comes in. Fill out the form below to begin today and learn more through through a starter information packet.



“Over these past few weeks, I realized that people are just trying to help me. I’ve learned skills and more importantly I’ve discovered how to trust others. I’m not where I want to be yet, but I’m on the road to greatness.”

— Davie Òscar, 22

### Let’s help you begin today.



How would you like to recieve your starter information packet? ☐ Mail ☐ E-mail

**Begin Now**

[Mission](#)

[Testimonials](#)

[Contact Us](#)

[Begin Today](#)



Copyright © 2016 Starbucks. All rights reserved.





# TESTIMONIALS



## Shane Holmes

Life is heartbreaking sometimes. What are you supposed to do when no one wants to give you a chance, no matter how hard you try? Starbucks gave me that chance I was looking for. Through the Excellence Training Program, I've also learned a lot about how to interact with customers to make sure they're getting what they want, even if they're not expressing a need. As long as I'm upbeat and trying to put the customer first, I find things work out pretty well for all of us.



## Vernita Page

I have a lot of life goals now. I feel good about my career possibilities for the first time in five years. I want to study botany and eventually buy a small acreage in Eastern Washington to become fully self-sustained. All this was encouraged through the Starbucks initiative, which I was fortunate enough to graduate from and recently even accepted a position serving customers at a Starbucks kiosk in a local grocery store. There are endless possibilities out there for everyone, but sometimes all it takes to get started is a helping hand and caring heart.



## Saadika Alard

My motto used to be prepare for the worst and don't get your hopes up. When I first started the program, I had my guard up for sure, but I slowly started letting it down. Over these past few weeks, I realized people are simply trying to help me. While training and working on the job, I've learned skills and more importantly I've discovered how to trust others. I'm not where I want to be yet, but I'm on the road to greatness.





# TESTIMONIALS



## Shane Holmes

Life is heartbreaking sometimes. What are you supposed to do when no one wants to give you a chance, no matter how hard you try? Starbucks gave me that chance I was looking for. Through the Excellence Training Program, I’ve also learned a lot about how to interact with customers to make sure they’re getting what they want, even if they’re not expressing a need. As long as I’m upbeat and trying to put the customer first, I find things work out pretty well for all of us.



## Vernita Page

I have a lot of life goals now. I feel good about my career possibilities for the first time in five years. I want to study botany and eventually buy a small acreage in Eastern Washington to become fully self-sustained. All this was encouraged through the Starbucks initiative, which I was fortunate enough to graduate from and recently even accepted a position serving customers at a Starbucks kiosk in a local grocery store. There are endless possibilities out there for everyone, but sometimes all it takes to get started is a helping hand and caring heart.



## Saadika Alard

My motto used to be prepare for the worst and don’t get your hopes up. When I first started the program, I had my guard up for sure, but I slowly started letting it down. Over these past few weeks, I realized people are simply trying to help me. While training and working on the job, I’ve learned skills and more importantly I’ve discovered how to trust others. I’m not where I want to be yet, but I’m on the road to greatness.







## TESTIMONIALS



### Shane Holmes

Life is heartbreaking sometimes. What are you supposed to do when no one wants to give you a chance, no matter how hard you try? Starbucks gave me that chance I was looking for...

[Read more](#)



### Vernita Page

I have a lot of life goals now. I feel good about my career possibilities for the first time in five years. I want to study botany and eventually buy a small acreage in Eastern Washington to become fully self-sustained...

[Read more](#)



### Saadika Alard

My motto used to be prepare for the worst and don't get your hopes up. When I first started the program, I had my guard up for sure, but I slowly started letting it down...

[Read more](#)







Mission

Testimonials

Contact us

Begin today

# CONTACT US

Let’s get to know you.

Name

Email

Tell us about yourself or ask us anything.

Send

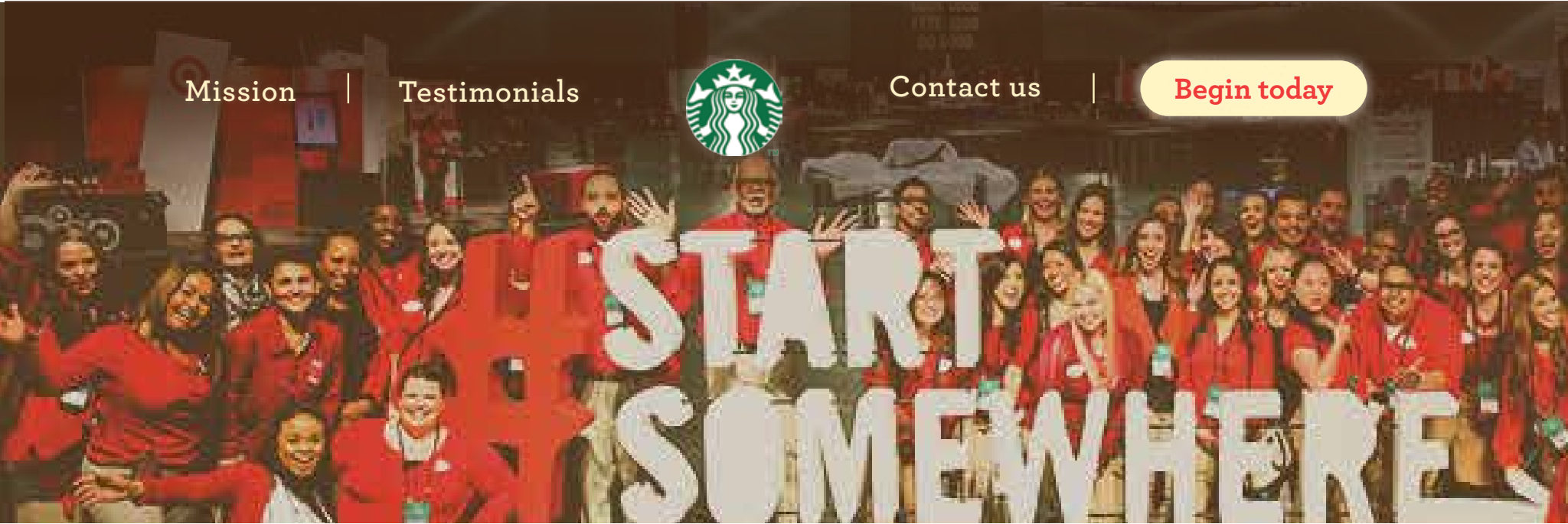
## Email

excellencetrainingprog@starbucks.com

## Phone

800-Starbuc (800-782-7282)  
3 AM-Midnight PT, 7 days a week





## CONTACT US

Let's get to know you.

Tell us about yourself or ask us anything.

**Send**

### Email

excellencetrainingprog@starbucks.com

### Phone

800-Starbuc (800-782-7282)  
3 AM-Midnight PT, 7 days a week







## CONTACT US

Let's get to know you.

Tell us about yourself or ask us anything.

**Send**

### Email

[excellencetrainingprog@starbucks.com](mailto:excellencetrainingprog@starbucks.com)

### Phone

800-Starbuc (800-782-7282)  
3 AM-Midnight PT, 7 days a week

[Mission](#)

[Testimonials](#)

[Contact Us](#)

[Begin Today](#)



Copyright © 2016 Starbucks. All rights reserved.