



# Starbucks Customer and Offer Marketing Analysis

Debbie Trinh

March 10, 2023

# Introduction

Starbucks is a Business To Consumer Company that is the largest coffeehouse chain in the world. It offers specialty coffee, food items, handcrafted beverages, and merchandise.

The goal of this project is to understand the marketing attribution of the Starbucks rewards offer marketing strategy which drives user engagement / transactions to positively impact the bottom line.

# Today's Objective

## **Understand the Customer: Descriptive Statistics**

Number of Members / Aggregate Spend (Pages 5-6)

Spending by Age Group using Sturges Rule (Pages 7-8)

Spend Distribution by Customer Segments / Active vs Inactive Members (Pages 9-10)

User Tenure Distribution (Page 11)

## **Influence of Reward Offers on User Behavior**

Actions taken in Marketing Funnel (Page 13)

Customer Personas that complete reward offers (Pages 14-15)

Top and Bottom Performing Offer Type Variants / Gender that completes most offers (Pages 16-19)

Channel Effectiveness (Pages 20-21)

Reward Offer Response Rate vs Conversion Rate (Page 22)

**Takeaways** (Page 23)

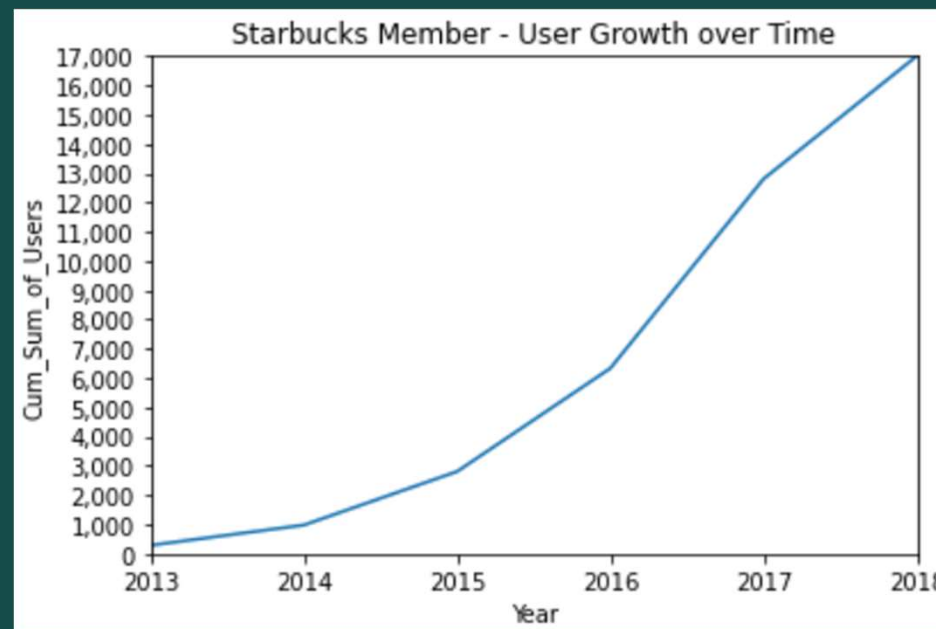
**Marketing Strategy Actionable Recommendation** (Page 24)

**Next Steps / Future Work to Improve Marketing Strategy via ML** (Page 26)

# Understand the Customer: Descriptive Statistics

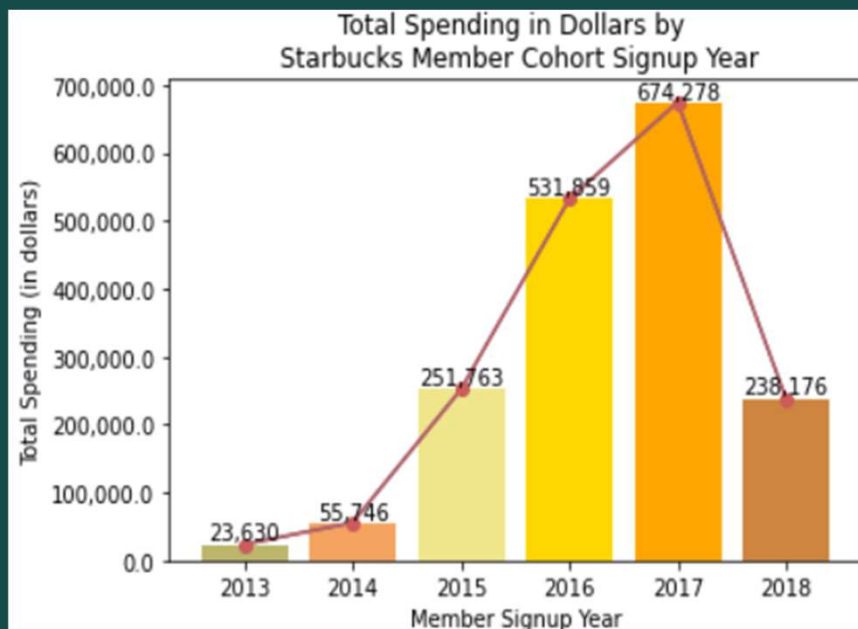


Starbucks member user growth in this sample is exponential.



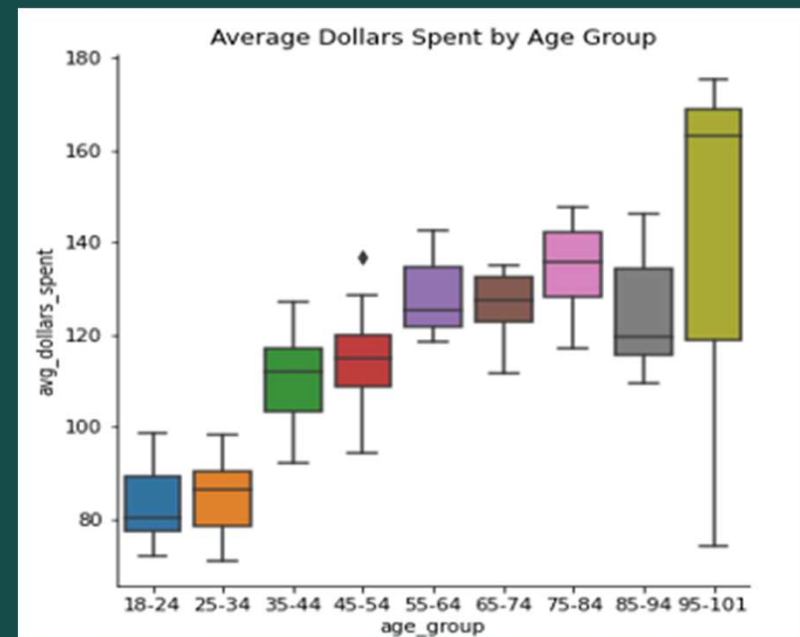
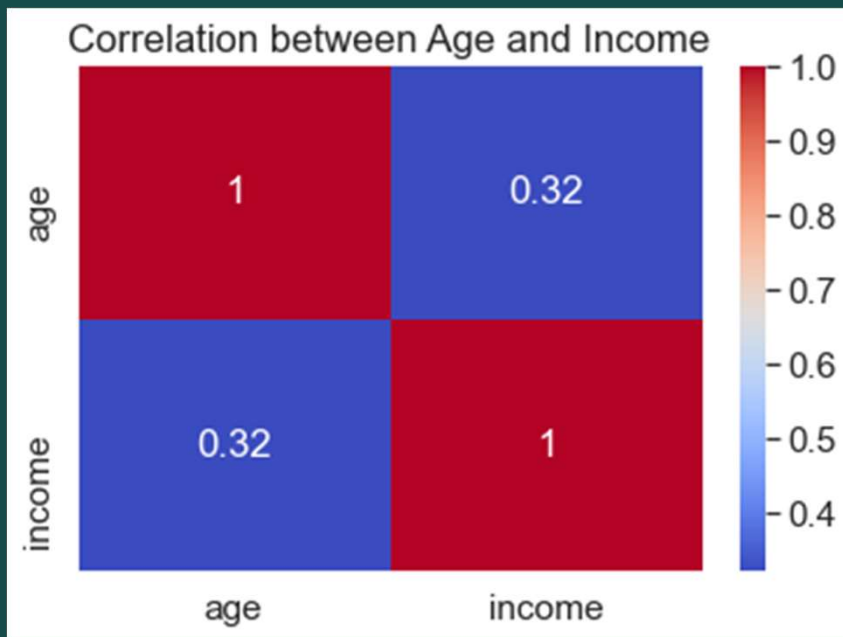
The growth rate of Starbucks member user sign ups in this sample was exponential from 2013-2017, which demonstrates the popularity of this loyalty program.

## Starbucks members are high-value.

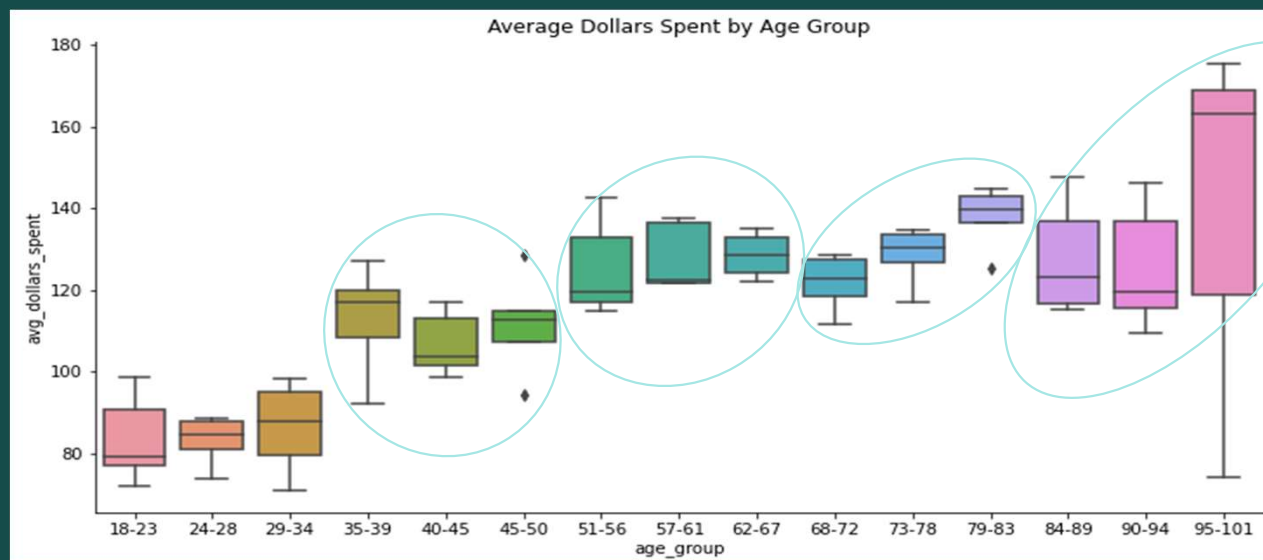


These customers represent \$1.8M in Starbucks gross revenue over a month. While there were sharp increases in user sign ups between 2013 and 2017, the 2016 cohort spent the most on average per person.

Starbucks average spend increases with customer age.



Target age groups 35-50, 51-67, 68-83, and 84-101 with reward offers.

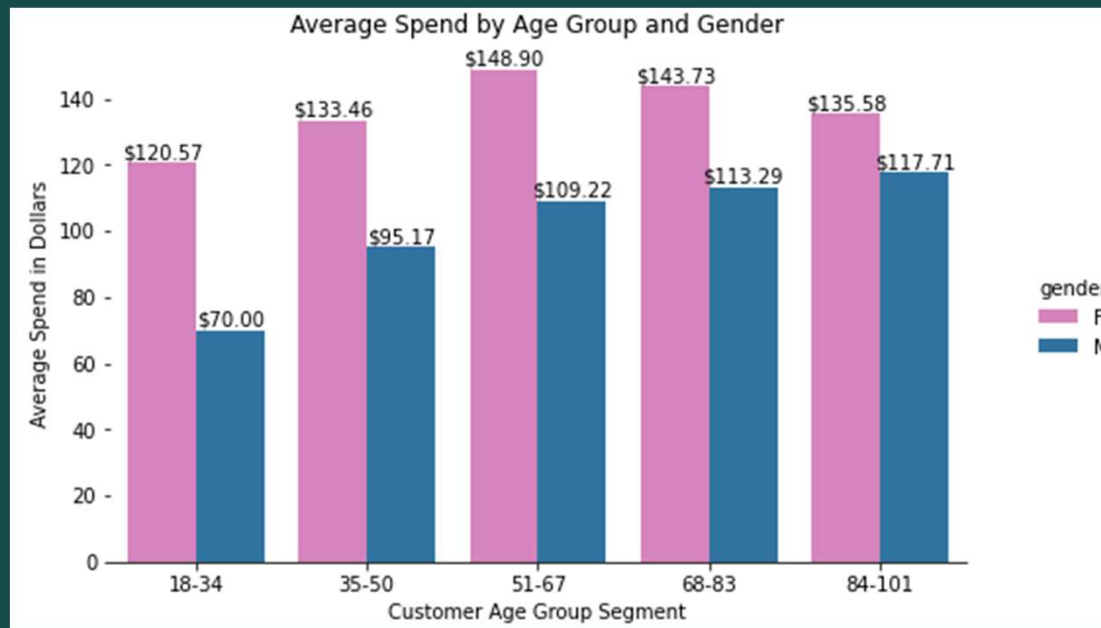


Using Sturges rule from Statistics to determine the optimal number of bins ( $\log_2 N + 1$ ), 15 bins were prescribed.

Recommendation: Send offers that resonate best with customers based on their age group.

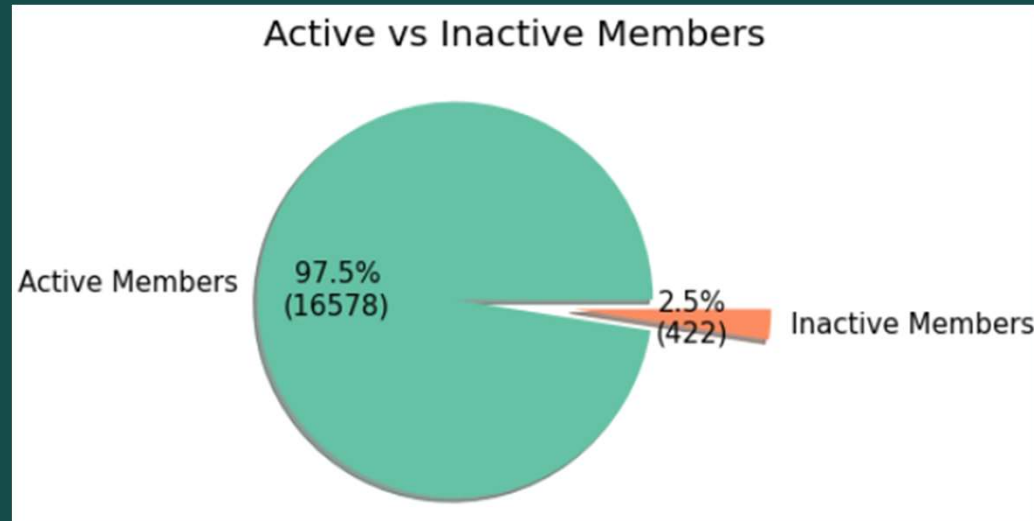


Starbucks members who are female spend more than males on average across age groups.





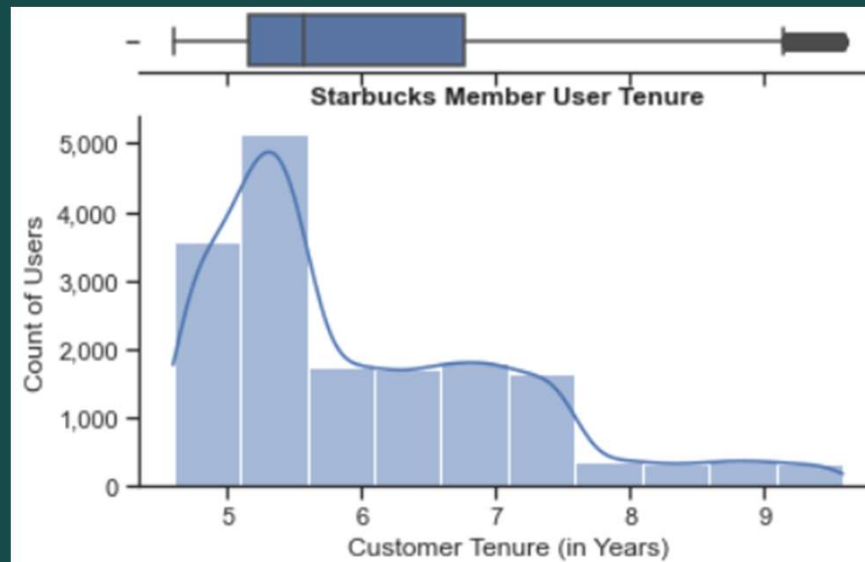
There is opportunity to activate  
2.5% of inactive members.



Short term tactic: Offer a free good / pair a free good with a conditional action to inactive members.

Long term tactic: Offer loyalty discount offers to consistently active members.

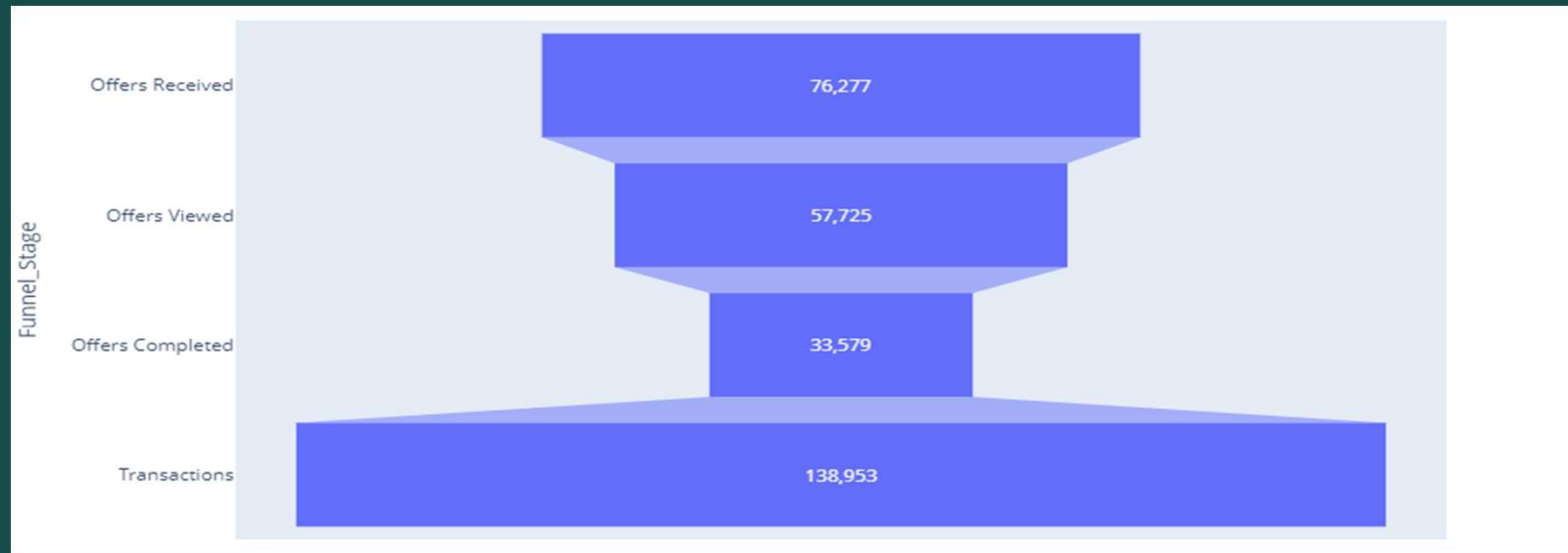
The average user tenure is 6 years, ranging between 4.5 and 9.5 years.



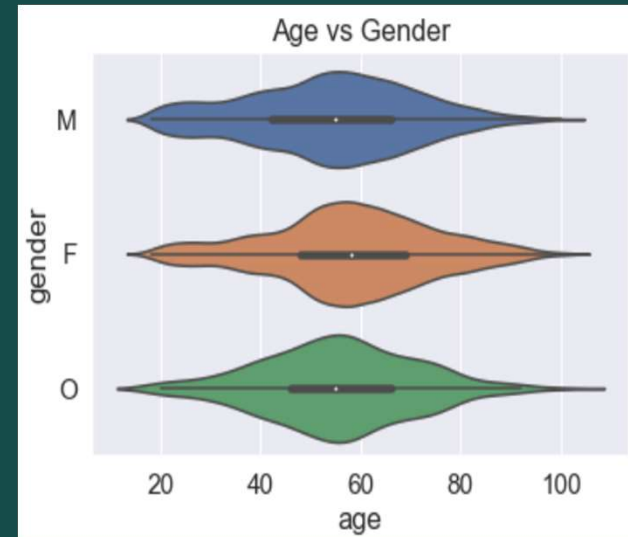
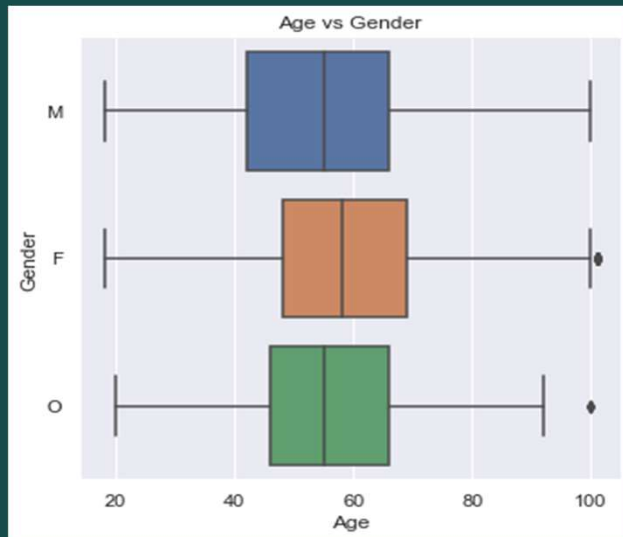
User tenure may be a useful feature to customer segmentation.

# Influence of Reward Offers on User Behavior

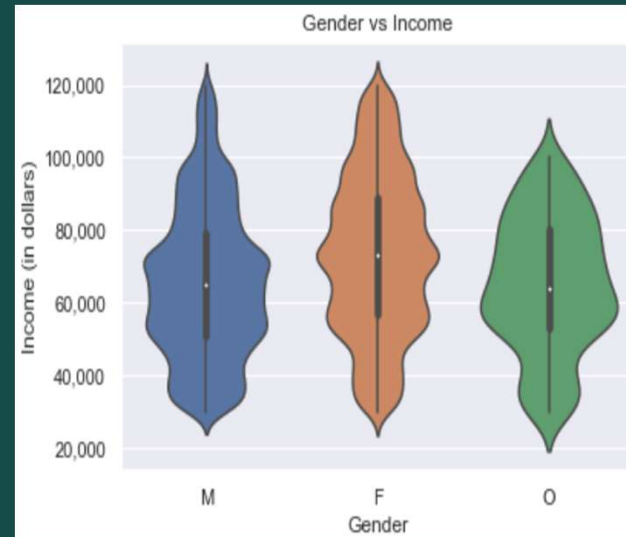
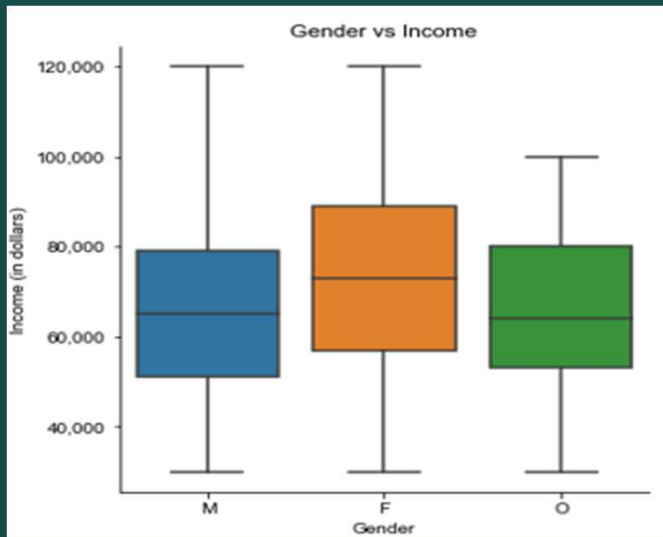
While reward offers influences user behavior, some customers purchase independent of offers.



Starbucks reward offers are completed by users across age and gender.

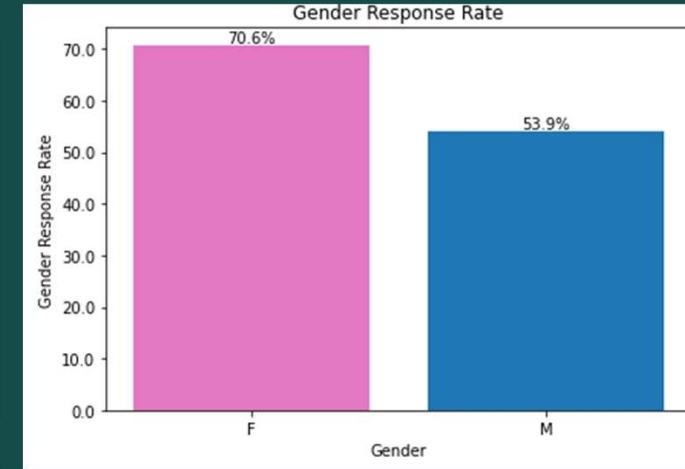
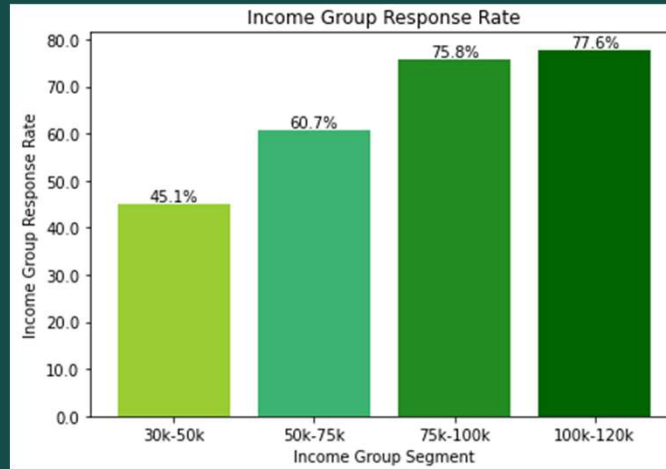
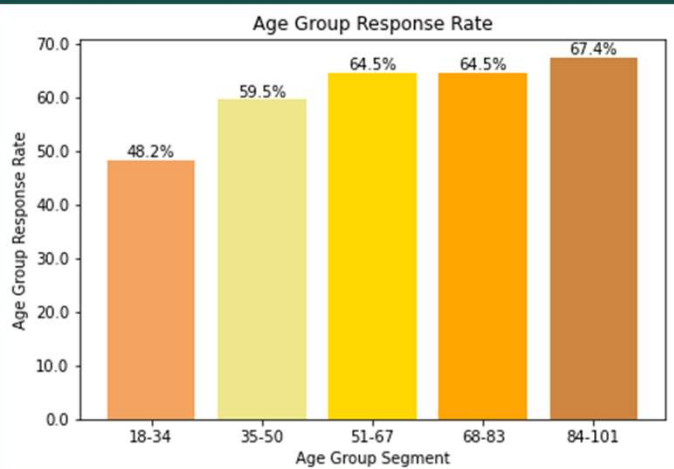


Starbucks reward offers are completed by users across gender and income.



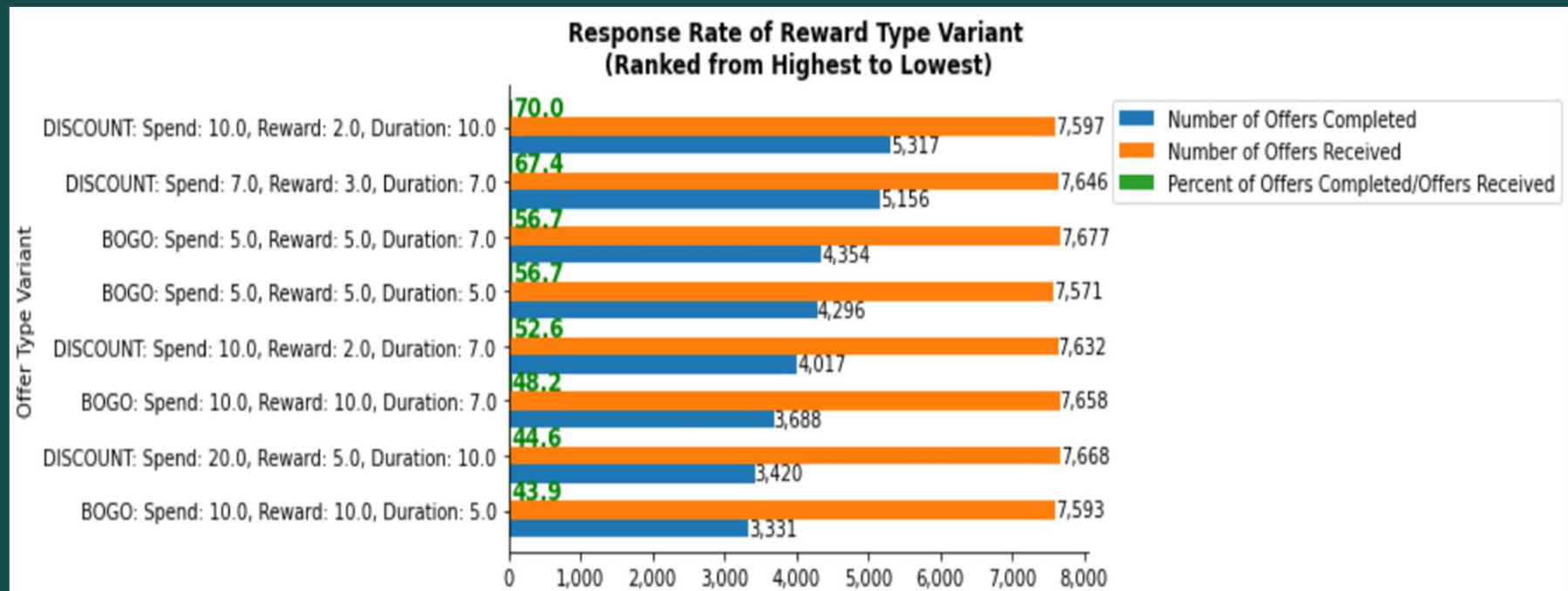
Bottom Line: Starbucks rewards offers can appeal to anyone across demographic categories!

The likelihood of completing an offer after receiving an offer increases with age and income.  
Females respond more than males to reward offers.

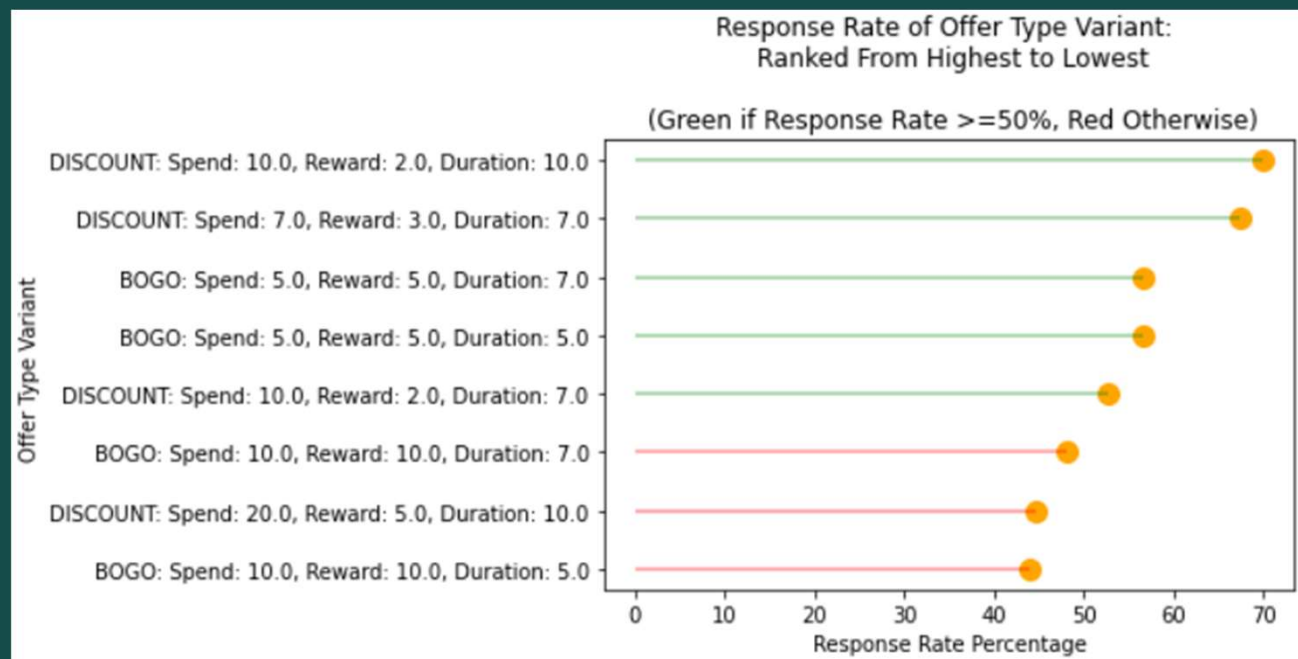




A majority of the top 5 performing offer variants are discount reward offers. The best performing BOGO offers are \$5 difficulty and \$5 reward.

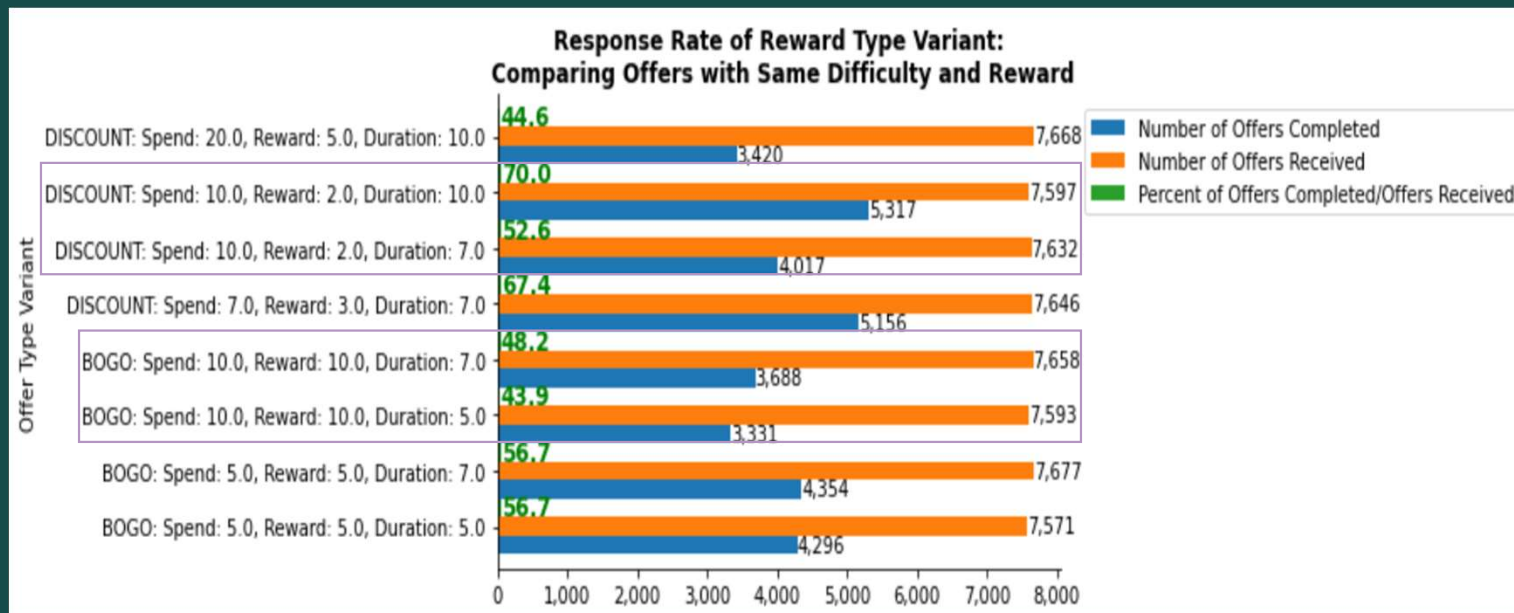


The bottom 3 performing offer variants are \$20 difficulty discount and \$10 BOGO offers.



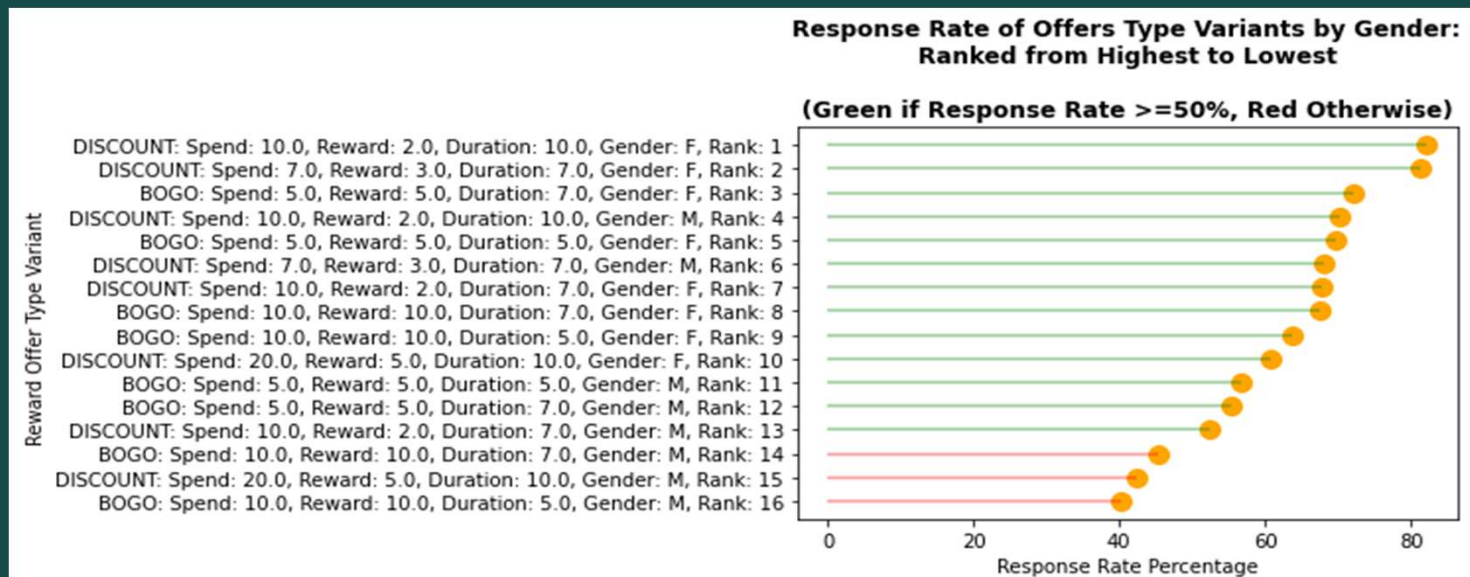
They are bottom performing offers possibly because of their difficulty to complete and/or consumers not desiring a second item.

Offers with the same difficulty and reward perform better with a longer offer duration.



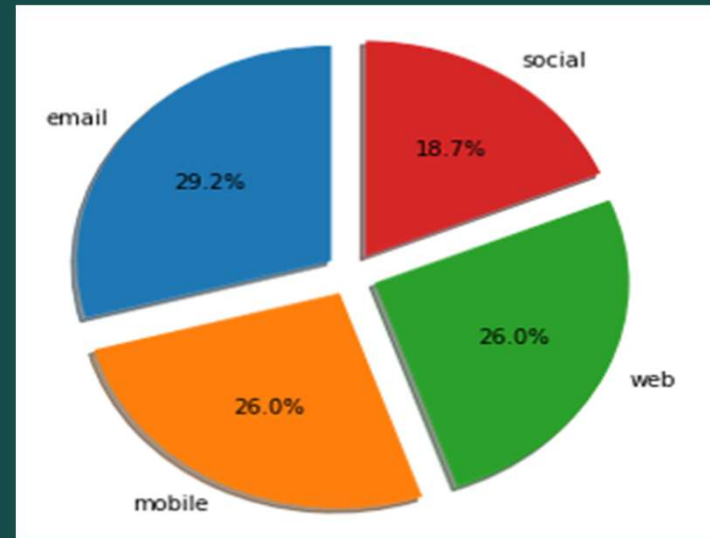
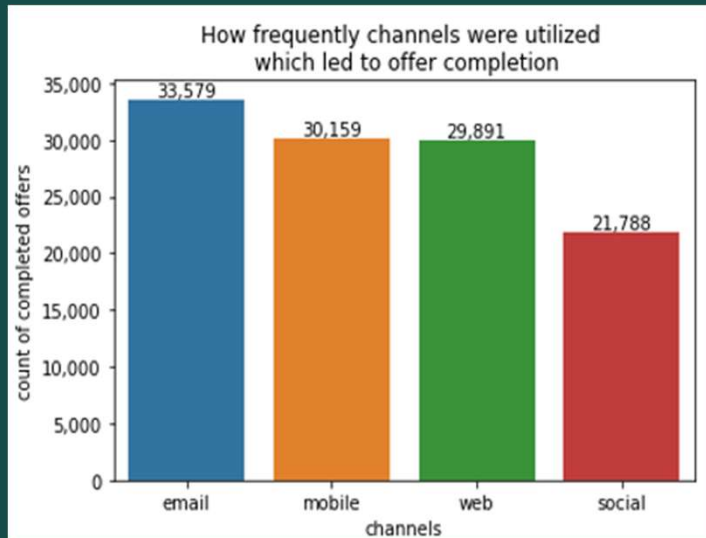
The longer the offer is available, the likelihood the user has enough days to prioritize it while having urgency to act on it and complete the rewards offer.

The top 10 performing rewards offers are typically completed by females and are discount offers that have a 7-10 duration to complete.

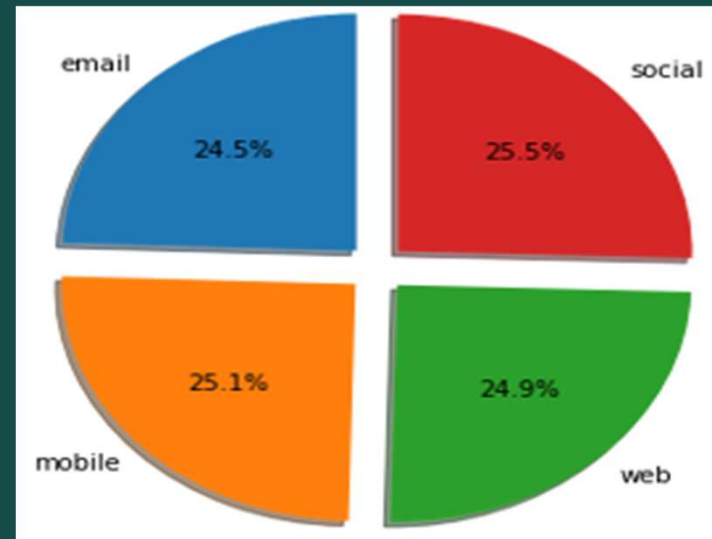
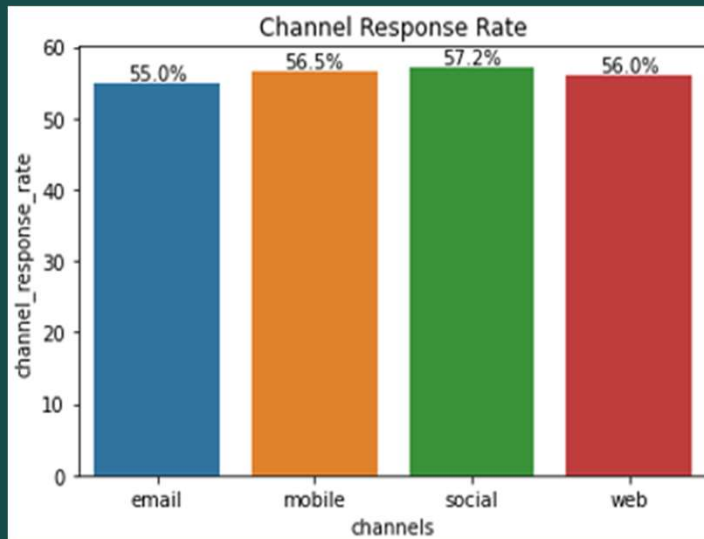


The best performing BOGO offer by gender is valued at \$5.  
 The bottom performing offers by gender are \$20 difficulty discount & \$10 BOGO offers.  
 The same trend by gender is also what is observed at the aggregate level.

Emails were used most frequently to complete offers, followed by mobile & web, and then social.

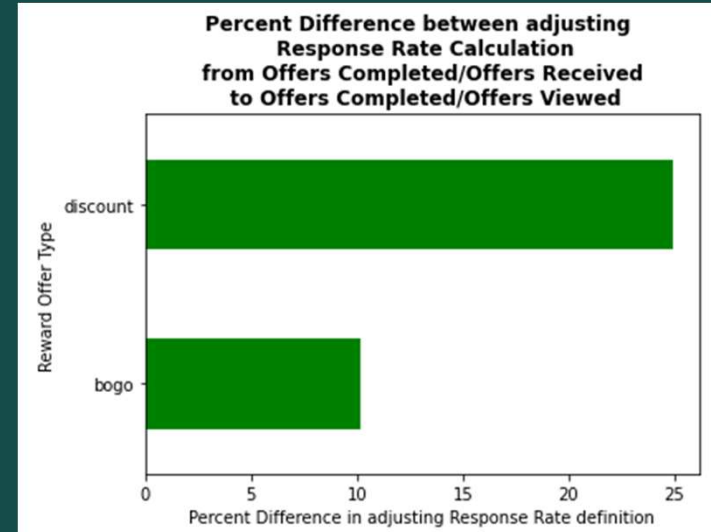
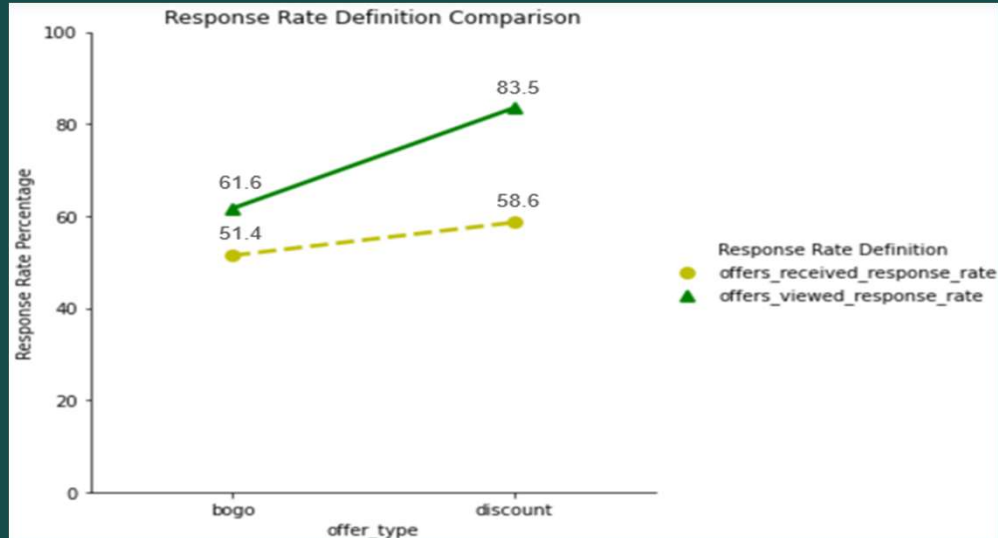


It's essentially a tie in channel effectiveness.



Each channel has similar response rates from the user of 55-57%.

Discount offers have a higher response rate and a higher likelihood of completion conditional on being viewed.



If you can get customers to view the offer, the response rate improves by **25%** for discount offers & **10%** for BOGO offers.

Bottom Line: Get users to be positively engaged in the long run!

# Takeaways

Starbucks average spend increases with customer age as income increases.

2.5% of members are inactive. A short-term tactic to activate them is by offering a complimentary item that can be contingent on an action. A long-term tactic is by offering loyalty discount offers for members who are consistently active so inactive members are incentivized to participate.

Offers with the same difficulty & reward performed better with a longer offer duration.

While email is the most frequently used channel, all channels (email, mobile, web, social) exhibit similar response rates from the user of 55-57%. Continue with current channel strategy as it is.

Discount offers perform relatively better than BOGO rewards offers. If you can motivate users to view the offer, the response rate improves by 25% for discount & 10% for BOGO offers.



## Marketing Strategy Actionable Recommendations: Personas to Target & Strategy for Offer Type Variants

For future reward promotional strategy, target age groups 35-50, 51-67, 68-83, 84-101 because they tend to spend more at Starbucks than younger age groups. One suggestion is to send offers that resonate best to customers based on their age group.

Continue to target female consumers by promoting Starbucks Discount reward offers with a 7-to-10-day duration to complete them.

Continue to promote the best performing BOGO offer, which has a \$5 difficulty and \$5 reward.

Consider reducing \$20 difficulty discount offers and \$10 BOGO offers, which does not as well relative to existing reward offers because of their difficulty to complete.



# What's next?

*Roadmap ahead*



## Next Steps / Future Work to Improve Marketing Strategy via ML

1. Further data analysis to determine total transactions to credit each reward offer type variant.
2. Do customer segmentation and clustering based on key features (Note: Customer segmentation can help suggest similar reward offers to users that haven't seen that reward offer based on their cluster).
3. Create attribution rules for direct and indirect attribution to display as key metrics.
4. Create an R Shiny dashboard to display key metrics.
5. Feature engineer to enhance dashboard metrics, such as user tenure and average time to complete an offer.
6. Create and evaluate marketing attribution model. Productionize model.



The way to get  
started is to quit  
talking and  
begin doing.

Walt Disney

# Thank you



## Python Libraries Used:

Pandas  
Numpy  
Matplotlib  
Seaborn  
Plotly  
Sklearn  
Datetime  
Json

Debbie Trinh

<https://www.linkedin.com/in/debbietrin/>

New York City Data Science Academy

January 2023 Cohort