

August Letter

Hi Bill

As you know I work at Starbucks. There are lots of nice people who come in most days but we also have to odd balls. Here are some of my stories.

We have lots of entitled people come in. One lady got an almond milk hot chocolate, no foam. I handed it to her and she looked at me and said "I wanted no foam". There were micro bubbles on top. So I stood there, with drinks piling up, scraping off the foam. Some other lady who was waiting kept giving the no foam lady annoyed looks.

Another day a lady came in and was rude to a girl who was training. She wanted a grand caramel frappuccino, in a venti cup, lactose free milk, light ice, extra shot of espresso, and caramel drizzle layered. Because her drink was a smaller size in a bigger cup it wasn't full. When I handed her her drink she went through her specifications, making sure I did it all. She asked why it wasn't full, I told her she got the size she ordered. She wasn't happy with that. Then she asked for water so I put it in line because I wasn't going to stop for her. She asked again and someone else got it for her. On her way out she said "can I ask you something? Do you hate your job?" before walking out. I'm like: what??


And it can be hard to stick to policy sometimes

because the "customer is mostly right". At Starbucks it's called "make the moment right". So sometimes when people complain about us charging for whatever and we try to stick to standards, the manager goes over our head, which ruins everything. But oh well.

Another time a lady came in and wanted to reload her card. We had a new partner on the till and he accidentally reloaded too much. Easy fix, but she wasn't happy anyway. She got a sandwich and a drink. I made her drink, but the cup was marked wrong, so I didn't make it decaf. At this point she was super unhappy. She threw something on the floor (which later turned out to be her sandwich), and went to get a refund for everything. Some people just have no patience and such a short fuse. I don't understand. All of her problems are easily fixed. I offered to make her a new drink.

And some people are so specific about their drink. For our chai tea lattes we use a syrup. Four pumps in a grande. One lady came in wants 5 pumps. So the first 4 are at the bottom of the cup, and the last has to be on top of the completed drink. For our teas we shake them. One customer asked me to shake it more cause I hadn't done it enough.

People are funny. We have double the amount of nice customers than mean ones. Overall I have a really good job for a part-time student.

Love  
Samantha  xO  
