



Manager Minutes

New CommTrain Teams

Congratulations to our new training/ communication teams as follows:

Warren - Daniela, Maxx, Suki.

Mark - Duna, Jessica, Yolanda.

Shanta - Angelica, Lora, Thomas.

As part of our communication, we will be keeping everyone up to date with 'The Scoop' and Weekly News.

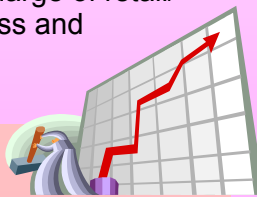
Assignments

Warren is in charge of teas and coffees.

Mark is in charge of the pastry and lunch program.

Shanta is in charge of retail/ store cleanliness and organization.

Sales



To increase the operational flow of customer requests, it is important that all drink orders are called correctly and registered correctly.

For example: if a customer orders a quad venti soy no whip caramel mocha and a raspberry scone warmed up, we would call the drink as such and register the beverage as Venti, Caramel Mocha, add shot, add shot, add soy, no whip, raspberry scone AND use the new 'warming button' to account for the pastry warming.

This will also increase our inventory accuracy to ensure receipt of supplies needed and decrease our excess.

See our training manual for more sales suggestions and customer conversation starters.



We have a myspace group site at:
<http://groups.myspace.com/starbucksBroadlands>

Bright Ideas!

Here's an idea! How about getting an in-store doorbell so baristas can alert those in the back office when help is needed?



Do you have a good idea? Get more involved by sharing your good ideas with all of us at the store, or drop them in Shanta's inbox to be reviewed at the following meeting and showcased in our 'Manager Minutes'!

Happy Birthday

Thomas — January 10

James — February 19

Daniela — February 27

Mark — February 28

Operations Notes

To clarify, uniformed transactions, such as police, firefighters, EMT, etc., may be given free drip coffees as partner beverages to ensure the store still receives credit for the drink. 10% discounts may also be given on 'called' drinks (i.e. hot chocolate, white mocha, etc.).

As part of our continued enthusiastic customer satisfaction, all of us need to embody a **'Can Do'** attitude, coupled with our **'Just Say Yes'** policy. If you get stuck on a customer request that goes against company standard, compromise with the customer with what you can do for them.

Staffing



Due to a sudden decrease in staff, we are asking everyone to be as flexible as possible with their schedule.

In addition, if you know of good people with an open schedule availability and a strong work ethic, take advantage of our referral bonus, and send that person an application! Better yet, tell them about one of our upcoming "recruiting events".