

Business Name: **Starbucks Coffee**

**L** All food is labeled, but not everything has an allergen label.

8 /10

**A** Bathroom use not allowed, no condiment bar, and no seating allowed in café.

5 /10

**C** Visited 10 different locations. All had similar bathroom concerns, and all were on the filthy side. No seating options available and overall had an “unkept” feel. Wrappers and debris on floor, food case has fruit flies, and trash overflowing.

5 /10

**F** Espresso beverages tasted great.

10 /10

**A** Sadly, the employees were not happy at all. They barely spoke to me or other guests. They did not even announce my name on the cup, they would just place orders on the counter and walk away back to work. They were not rude, but in no means were they reflecting a ‘positive’ friendly attitude.

10 /20

**C** Surely everyone knows Starbucks coffee is pricier than most competitors. For this price we are expecting them to deliver on their promise of a “third place environment”, in which they are warm and welcoming, engaging, and they make us feel valued. This sadly did not happen. Also, I feel it’s sad that we have to pay an upcharge to use non-dairy milk here. It is not my fault or choice that I am lactose intolerant, and I should not be punished for it.

5 /10

**T** This has been hit or miss for me, but more often service is pretty quick. What I would like though is timely service with interaction, where as stated above, I am receiving just silence.

7 /10

**O** The only food that is dairy free at Starbucks is a plain bagel and popcorn. They have many options when it comes to beverages – offering soy, oat and almond milks. Almost all beverages are customizable so the option to make almost anything dairy free exists. So while the drinks are welcomed, we would go hungry at Starbucks as they do not have almost anything to eat.

6 /10

**R** Being welcomed is a big one and it goes back to the attitude, among many other factors. My feeling is that I, and everyone, should feel welcomed and wanted when we enter Starbucks, whether by the barista's friendly hello, or even their gestures if they're busy. Sadly, this often does not happen like it used to. It also makes us feel very unwelcomed when we cannot sit in the café, even when they have ample space. It's also so sad when many stores don't let you use that bathroom anymore.

5 /10

**Total Score** 61 /100

**Grade: D**

***Evaluation Comments***

No use of bathroom allowed.

No condiment bar available.

No dairy free food options.

Staff does not acknowledge you.