



Starbucks Barista Interview Guide

Introduction to Guide

This revised interview guide has been developed to assist with creating an inclusive hiring process developed in light of our experience working with Opportunity Youth and newcomers. It incorporates lessons we have learned in removing bias, technical terms or phrases assuming work experience that may not be available to all candidates which creates an exclusionary hiring process. We have added in interview tips and language for making offers and declines for consistency and creating a positive interview experience. We have reviewed the questions and made adjustments to ensure they are inclusive and recognizing the diversity of candidates we want to attract. We want to provide an interview experience that appreciates this. The format and flow of the questions have been kept the same.

Here is what you will find in this guide:

- Introduction Page 2
- Interview Tips Page 3
- Offers and Declines Page 3
- Barista Interview Questions Pages 4-6
- Feedback Summary Form Pages 7-8

Thank you for your commitment to creating an inclusive interview experience.

Interview Tips

This section will provide tips for conducting an interview. Traditionally, the interview is a test the interviewee had to pass to prove they were worthy of employment. This deliberately creates a stressful environment and often sets up candidates to fail. Helping a candidate through the interview process was an indicator they were unfit for employment. **At Starbucks we have a responsibility to create an interview environment that allows candidates to be the best version of themselves and encourages success, especially for opportunity youth or newcomers.**

We know from interviewing Opportunity Youth this can be their first interview and more than other candidates they may be nervous, avoid eye-contact or unsure of how to answer a question, especially if they do not have work experience. This doesn't mean they aren't a great culture fit, they may need some help to feel comfortable. This is where the Starbucks experience comes in! We are so great at making our customers and partners feel comfortable and welcome in our stores and the same feeling should apply to candidates.

If the candidate appears nervous or uncomfortable during the interview, ask them questions about themselves. What do they enjoy doing for fun? What are they passionate about? What is their dream job? There are reminders throughout this guide to assist with this.

Offers and Declines

Below are guidelines for making an offer or decline to be mindful of during an interview to assist with communicating feedback to the candidate once the interview concludes. A unique feature of the process Starbucks has implemented in our Hiring Events is on the spot offer and declines. Candidates will be told immediately after their interview whether they will become a partner and no second interview is required.

Making An Offer

We are very impressed with your experience and abilities and believe that you would be a great addition to the Starbucks team. We'd like to offer you the Barista Role. Your starting rate of pay will be \$XXX per hour. Do you have any questions? In regards to next steps, let's discuss start date and what you can expect for training... On your first day, we will ask that you come in dress code. Here's a bit about our requirements...

Tip for Success: Come prepared with as much information for the candidate as possible. This can include: starting rate of pay, start date, training plan, dress code requirements and what they can expect for their first day.

Declining Candidates

Thank you for your interest in Starbucks and for taking the time to speak with us. We have enjoyed meeting with you today but unfortunately, we are unable to offer you the Barista Role today because we need you to work on these 2-3 areas (**Provide feedback on what skills the candidate can develop and work on for future so they can come back at a future event**). And then come back to the next hiring event. We really enjoyed connecting with you and wish you the best with your job search.

Tip for Success: Providing clear feedback and what the candidate can work on to be successful if they choose to interview again provides value for them. Ensure the candidate understands they are not being offered a job YET!

Utilizing the above guidelines will ensure the candidate is clear on next steps after their interview.

Interview Questions

Barista

Candidate Name _____

Interviewer Name _____

Date _____

Start the interview with the opening Conversation and then select question from each of the sections below. A successful interview should accomplish two things: provide you enough information and insight to confidently predict on the job success at Starbucks and provides the candidate enough information to ensure this role is the right fit for them.

Opening Conversation

Use the opening as an opportunity to share your experience and build a connection with the candidate. Ask them questions to make them feel comfortable and relax and encourage them to smile. Ask them what they like to do for fun or what they are passionate about.

- Ask about their experience at Starbucks as a customer.
- Have you been to a Starbucks?
- What have you heard? What do you like?
- Why do you want to work for us?
- Describe a day in the life of a barista and explain how we define a successful barista in role. Ensure the candidate knows what will be expected of them in this role and how to show up every day in store.
- Discuss the Starbucks Experience with the candidate. *Explain to the candidate what a Best Moment or Customer Connection is with examples or scenarios (smiling, examples of a conversation with a customer, making eye contact)*
- Being a barista at Starbucks is a customer facing role. What excites you about working with people?

The Starbucks Experience

Make the interview a Starbucks Experience. The candidate should walk away thinking “I want to work here.”

At Starbucks we deliver the Starbucks experience to our customers, so they feel good and want to come back into our stores. Sometimes you only have 30-60 seconds to make an impression.

- How would you make a customer’s day?
- How would you make them smile and want to come back?

Situation :

Task/Action :

Result :

In the role of a barista, there will be times where you may deal with an unsatisfied customer. For example, a customer is not happy with their beverage or did not receive what they ordered.

- What would you do to make the customer happy?
- What would you do if you had 5 drinks to make and you're busy, but a customer changes their drink order?

Situation :

Task/Action :

Result :

Think of a time you received exceptional customer service in a store, restaurant or from a sales person.

- What happened?
- What made it special to you?
- How did it make you feel?
- Why was it a great experience?

Situation :

Task/Action :

Result :

Living our Mission and Values

Tell me about a time when you had a different point of view or idea to do something differently. It could have happened at school, with your family, friends, volunteer group, sport team or work.

- What did you do to share your different point of view or idea with the person, team, or manager?
- What opinions or ideas did you gather from others?
- How did you deal with that?

Situation :

Task/Action :

Result :

Tell me about a time when you helped a team, group or business achieve a goal they felt was important.

Situation :

- What were your contributions?
- Did you do anything beyond what was being asked of you? Why?
- How did you celebrate or did anyone in the group or team celebrate that you had achieved the goal?

Task/Action :

Result :

Working Together

Tell me about a time when you saw someone not following the rules?

Situation :

- How did you respond?
- What did you do?
- Did you take action or talk with them?

Task/Action :

Result :

When have you taught someone something or a skill they didn't have or know?

Situation :

- How did you know they didn't have this skill or knowledge?
- Why did you teach them that?
- What advice did you give them?
- What did you learn from the experience?

Task/Action :

Result :

Closing Conversation

Use the closing as an opportunity to ensure a great candidate experience, answer questions and provide next steps.

- Is there anything else you would like to share?
- Reconfirm the candidate's availability meets the needs for your store or within the district.
- Ensure you have provided the candidate with a detailed and accurate overview of the position and expectations.
- Thank the candidate for their interest and time- and provide next steps for what to expect.

April 2019

Feedback Summary Form

Barista

Candidate Name _____

Interviewer Name _____

Date _____

Great Answer Themes

Poor Answer Themes

Rating

Starbucks Experience

- Passion and energy around customer or people
- Takes responsibility and recognizes the value in building customer or people connections
- Actively seeks out feedback from people, customers or managers in order to improve
- Focused on being open, welcoming and inclusive with customers or people

- Limited interest in interacting with customers or people
- Does the bare minimum and does not see value in building relationships with customers or people
- Struggles to adapt and incorporate feedback into daily work or tasks
- Uncomfortable with initiating and sustaining conversations with customers or people

Demonstrates

Does Not Demonstrate

Living our Mission and Values

- Collaborative and works well with people with different styles and backgrounds
- Acknowledges and celebrates the contribution of others
- Takes personal responsibility to resolve conflicts
Initiates contact with other team members, groups or people to build a connection and trust.
Shares information freely

- Works best alone and prefers individual tasks versus working with a team or group
- Regularly blames others for team or group problems
- Believes its someone else's job to resolve issues
- Isolates self from the team or group and passively interacts with others

Demonstrates

Does Not Demonstrate

Working Together

- | | | |
|---|---|--|
| <ul style="list-style-type: none">• Takes personal responsibility to create a motivating, rewarding team or group environment. Understand what makes work enjoyable• Plays active role in contributing to a great team or group environment where wins are celebrated along with learning from failures• Takes initiative to assist and provides feedback to others | <ul style="list-style-type: none">• Believes it's someone else's job to make is a great place to work• Focuses on team or group failures more than successes• Ignores or fails to recognize opportunities to support, provides feedback to and motivate team or group members | <input type="checkbox"/> Demonstrates

<input type="checkbox"/> Does Not Demonstrate |
|---|---|--|

Reflection

Reflect: Consider the overall experience you've had with the candidate. Does this candidate exhibit enough of the behaviours above to indicate they have the motivation, capability and passion to deliver the Starbucks Experience to our customers, be a great team member and embody our Mission and Values?

Prior to making a hiring recommendation ensure you can answer each of these questions:

- Were they passionate and engaged with talking about customers or people?
- Were they able to build a connection with you in person?
- How were the non-verbal cues? How did they present themselves?
- What kind of questions did the candidate ask to show interest and an understanding of the expectations of this role?
- Can you confidently predict they will be successful in this role and deliver the Starbucks Experience to all our Customers?

Hiring
Recommendations

- | | |
|--------------------------|-------------|
| <input type="checkbox"/> | Hire |
| <input type="checkbox"/> | Do Not Hire |