

Starbucks Employee Handbook

Making an Appearance

U.S. RETAIL DRESS CODE GUIDELINES



At Starbucks, we aim high to create a warm and inviting third place environment. We want every reflection of the brand to be as thoughtful as our heritage and caring around coffee. As a partner, your appearance is a reflection of the Starbucks brand and how we show up collectively is important to our customers. At the same time, we want to build a company where self-expression, empowerment and inclusion are nurtured.

With this balance in mind and lots of thoughtful feedback from partners, we've updated our dress code. If you have questions about what this means for you, talk with your store manager. And, thank you for all you bring to Starbucks every day. If you need more help, call the Partner Resources Support Center (PRSC) at (866) 504-7368.

JEWELRY.

Food safety rules, no really.

There are food safety rules we have to live by. Here's the fine print - wearing a ring is okay if it's a plain band, no stones. Unfortunately, no watches, bracelets or wristbands are allowed. Simple necklaces can be worn under your clothes.

APRONS.

It's all about that first impression.

We're known for the green apron, so keep it looking good. This means no holes, tears or stains and starting your shift clean and wrinkle-free. When you're working, wear it full length, not folded in half. When you're on break or taking out the trash, take it off.

PIERCINGS.

Less is more.

When it comes to earrings, it's small or moderately-sized and no more than two per ear. Yes to ear gauges, ideally no bigger than 10mm and a small nose stud is allowed (no septum or rings). No other visible pierced jewelry or body adornments.

FINGERNAILS.

Be natural.

Keep your nails clean, short to medium-length. No nail polish (this includes gel or Shellac[®]) because it can chip off and fall into our food or beverages.

HATS.

And to top it all off...

If a hat is required by state or local laws, wear one with a Starbucks logo.

HAIR.

The mane event.
Keep it looking natural - no bright or unnatural colors (purple, pink, blue, green). Pull long hair back with clips, hair ties or bands.

TIES OR SCARVES.

You pick the color.

Want to accessorize with a small scarf, necktie, even a bowtie? Pick one in any color - your choice. Simple prints or patterns are okay too.

SHIRTS.

As Starbucks would have it.

Solid black or white shirts with collars, turtlenecks or mock turtlenecks are the rule. Tucked is the preference, but if you go untucked it has to be long enough so your midsection doesn't show (even when you reach) and no longer than your back pockets.

NAME BADGES.

Deadlines - sure. Flavor - nope.
Make your name badge your own, but your name must be legible.

TATTOOS.

Yes!

We want customers to focus on you, not your body art. Tattoos are allowed, but not on your face or throat. Treat tattoos as you treat speech - you can't swear, make hateful comments or lewd jokes in the workplace, neither can your tattoos.

HAVING A BABY?

Congratulations!

Choose from the items on this list with two special soon-to-be mom exceptions: wear a longer shirt or stretchy materials if it's more comfortable for you. A solid black dress is another option.

SHOES.

Be kind to your feet.

Black or brown closed-toe shoes with a flat heel are a must. We suggest slip-resistant shoes to avoid a fall.

IN CASE YOU WERE WONDERING...

No blue jeans, sweatshirts, hoodies, T-shirts, athletic pants, leggings, yoga pants, sweatpants, fabric tutus or sports skirts, open-toed shoes, sandals, slugs, cowboy boots, cowboy shoes, perfume, cologne or highly fragrant deodorants or powders.

*For complete dress code details, check out the U.S. Stores Partner Guide.

Join the conversation on Facebook Starbucks Partners, Twitter @starbuckspartners, Instagram @starbuckspartners.

Starbucks employee handbook is an essential resource for all employees, providing them with the necessary guidelines, policies, and procedures to navigate their roles effectively. This handbook is not only a compilation of rules but also a reflection of Starbucks' values and commitment to fostering a positive work environment. In this article, we will delve into the key components of the Starbucks employee handbook, its significance, and how it can serve as a valuable tool for both new and existing employees.

Understanding the Starbucks Employee Handbook

The Starbucks employee handbook is a comprehensive document that outlines various aspects of employment at Starbucks. It serves multiple purposes,

including:

- Defining company culture and values
- Providing clarity on job responsibilities and expectations
- Ensuring compliance with legal and regulatory requirements
- Offering guidance on employee benefits and resources

This handbook is often updated to reflect changes in policies, employee benefits, and labor laws, making it a living document that all employees should familiarize themselves with.

Key Components of the Starbucks Employee Handbook

The Starbucks employee handbook typically includes several key sections that guide employees in their daily tasks and interactions within the company.

1. Company Mission and Values

Starbucks is known for its strong company culture, which emphasizes values such as respect, integrity, and community. In this section of the handbook, employees learn about the company's mission to inspire and nurture the human spirit. The values outlined serve as a foundation for how employees are expected to interact with customers and each other.

2. Employment Policies

The employment policies section addresses various topics, including:

- Equal opportunity employment
- Anti-discrimination policies
- Harassment prevention
- Workplace safety guidelines

These policies ensure that Starbucks provides a fair and safe workplace for all employees, fostering an inclusive environment where everyone can thrive.

3. Job Expectations and Responsibilities

Employees are provided with clear expectations regarding their roles. This section outlines specific job responsibilities, performance standards, and the importance of teamwork. It also emphasizes the significance of customer service and how each employee contributes to the overall customer experience.

4. Attendance and Punctuality

Attendance is crucial in the fast-paced environment of Starbucks. This section details the company's policies regarding attendance, including:

- Reporting absences
- Requesting time off
- Consequences of excessive tardiness or absenteeism

Understanding these policies helps employees maintain a good standing and ensures smooth operations at the store level.

5. Compensation and Benefits

Starbucks is known for offering competitive pay and a range of benefits to its employees. This section covers:

- Wage structure and pay periods
- Healthcare benefits
- Retirement plans
- Employee stock options
- Paid time off policies

By outlining these benefits, the handbook helps employees understand their

entitlements and the value of their employment at Starbucks.

6. Code of Conduct

The code of conduct is a crucial part of the Starbucks employee handbook. It establishes standards for professional behavior, including:

- Dress code
- Interactions with customers and colleagues
- Use of company resources
- Social media guidelines

This section reinforces the importance of maintaining a positive and professional atmosphere within the workplace.

7. Training and Development

Starbucks is committed to the growth and development of its employees. This section outlines:

- Onboarding processes for new hires
- Ongoing training opportunities
- Career advancement paths

By providing employees with access to training and development resources, Starbucks encourages continuous learning and personal growth.

The Importance of the Starbucks Employee Handbook

The Starbucks employee handbook is vital for several reasons:

1. Clarity and Consistency

Having a well-defined employee handbook ensures that all employees receive consistent information about company policies and expectations. This clarity helps prevent misunderstandings and promotes a cohesive working environment.

2. Legal Protection

By outlining policies related to discrimination, harassment, and workplace safety, the handbook serves as a legal safeguard for both employees and the company. It helps protect employees' rights while ensuring compliance with labor laws.

3. Employee Engagement

A well-structured employee handbook fosters engagement by making employees feel valued and informed about their rights and responsibilities. When employees understand their roles and the company's expectations, they are more likely to be committed to their work.

4. Resource for Problem-Solving

In the event of conflicts or questions about workplace issues, employees can refer to the handbook for guidance. This resource empowers them to seek solutions while adhering to company policies.

How to Access the Starbucks Employee Handbook

Employees can access the Starbucks employee handbook in several ways:

- Through the company's internal employee portal
- From their store manager or supervisor
- During onboarding sessions for new hires

It is essential for employees to regularly review the handbook to stay updated on any changes or new policies.

Conclusion

In conclusion, the **Starbucks employee handbook** is more than just a set of rules; it encapsulates the company's culture, values, and commitment to its employees. By familiarizing themselves with the handbook, employees can navigate their roles with confidence, contribute to a positive workplace environment, and take full advantage of the benefits available to them. Understanding the key components and importance of the handbook can significantly enhance the employee experience, making Starbucks a rewarding place to work.

Frequently Asked Questions

What are the key benefits outlined in the Starbucks employee handbook?

The Starbucks employee handbook outlines benefits such as health insurance, stock options, paid time off, and tuition reimbursement for eligible employees.

How does the Starbucks employee handbook address diversity and inclusion?

The handbook emphasizes Starbucks' commitment to diversity and inclusion, detailing policies that promote equal opportunity and a respectful workplace for all employees.

What is the policy on employee discounts at Starbucks?

According to the handbook, employees receive a discount on food and beverages during their shifts and a percentage discount when off-duty, encouraging them to enjoy the products.

What training programs are mentioned in the Starbucks employee handbook?

The handbook highlights various training programs, including barista training, customer service workshops, and leadership development courses to help employees grow their skills.

How does the handbook guide employees on handling customer complaints?

Employees are instructed to listen actively, empathize with customers, and follow specific escalation procedures to resolve complaints effectively and

maintain customer satisfaction.

What are the expectations for employee conduct as stated in the Starbucks employee handbook?

The handbook sets clear expectations for employee conduct, including professionalism, punctuality, teamwork, and adherence to company policies and values in all interactions.

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