

Starbucks Employee Handbook 2022

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.

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.

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.

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.

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

HAIR.

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.

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.

Make your name badge your own, but your name must be legible.

TATTOOS.



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?

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.

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 tattoos or sports sneakers, 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 @starbucksprtnrs, Instagram @starbuckspartners.

STARBUCKS EMPLOYEE HANDBOOK 2022 SERVES AS A VITAL RESOURCE FOR ALL STARBUCKS EMPLOYEES, OUTLINING THE EXPECTATIONS, RESPONSIBILITIES, AND BENEFITS ASSOCIATED WITH WORKING IN ONE OF THE WORLD'S MOST RECOGNIZABLE COFFEE BRANDS. THE HANDBOOK REFLECTS STARBUCKS' CORE VALUES, COMMITMENT TO DIVERSITY, AND DEDICATION TO CREATING A POSITIVE WORK ENVIRONMENT. THIS ARTICLE WILL DELVE INTO THE KEY COMPONENTS OF THE HANDBOOK, EMPHASIZING WHAT EMPLOYEES CAN EXPECT AND HOW IT ALIGNS WITH THE COMPANY'S MISSION.

OVERVIEW OF STARBUCKS

STARBUCKS WAS FOUNDED IN 1971 IN SEATTLE, WASHINGTON, AND HAS SINCE EVOLVED INTO A GLOBAL COFFEEHOUSE CHAIN, RENOWNED FOR ITS PREMIUM COFFEE, INNOVATIVE BEVERAGES, AND COMMITMENT TO SUSTAINABILITY. THE COMPANY'S MISSION STATEMENT EMPHASIZES NURTURING THE HUMAN SPIRIT—ONE PERSON, ONE CUP, AND ONE NEIGHBORHOOD AT A TIME. THIS ETHOS PERMEATES THE EMPLOYEE HANDBOOK, GUIDING EMPLOYEES IN THEIR ROLES AND RESPONSIBILITIES.

CORE VALUES AND CULTURE

STARBUCKS PROMOTES A STRONG COMPANY CULTURE ROOTED IN ITS CORE VALUES, WHICH INCLUDE:

- CREATING A CULTURE OF WARMTH AND BELONGING: STARBUCKS STRIVES TO FOSTER AN INCLUSIVE ENVIRONMENT WHERE EVERYONE FEELS WELCOME AND VALUED.
- ACTING WITH COURAGE: EMPLOYEES ARE ENCOURAGED TO TAKE RISKS, EMBRACE CHANGE, AND ADVOCATE FOR THEIR BELIEFS.
- BEING PRESENT: THE COMPANY EMPHASIZES THE IMPORTANCE OF BEING ATTENTIVE AND ENGAGED IN INTERACTIONS WITH CUSTOMERS AND COLLEAGUES.
- DELIVERING OUR VERY BEST: STARBUCKS EXPECTS EMPLOYEES TO TAKE PRIDE IN THEIR WORK AND CONSISTENTLY STRIVE FOR EXCELLENCE.

THESE VALUES ARE INTEGRAL TO THE EMPLOYEE EXPERIENCE AND ARE WOVEN THROUGHOUT THE HANDBOOK, GUIDING EMPLOYEES IN THEIR DAY-TO-DAY INTERACTIONS.

EMPLOYEE RESPONSIBILITIES

THE STARBUCKS EMPLOYEE HANDBOOK OUTLINES VARIOUS RESPONSIBILITIES THAT EMPLOYEES ARE EXPECTED TO UPHOLD, INCLUDING:

CUSTOMER SERVICE STANDARDS

STARBUCKS PLACES SIGNIFICANT EMPHASIS ON CUSTOMER SERVICE, AND EMPLOYEES ARE EXPECTED TO:

- GREET CUSTOMERS WARMLY AND WITH A SMILE.
- TAKE ORDERS ACCURATELY AND EFFICIENTLY.
- PREPARE BEVERAGES AND FOOD ITEMS TO STARBUCKS STANDARDS.
- HANDLE CUSTOMER COMPLAINTS WITH CARE AND PROFESSIONALISM.
- MAINTAIN A CLEAN AND ORGANIZED WORK ENVIRONMENT.

TEAMWORK AND COLLABORATION

TEAMWORK IS ESSENTIAL AT STARBUCKS, AND EMPLOYEES ARE ENCOURAGED TO:

- COMMUNICATE OPENLY AND RESPECTFULLY WITH COLLEAGUES.
- SUPPORT ONE ANOTHER DURING BUSY PERIODS.
- SHARE KNOWLEDGE AND EXPERTISE TO IMPROVE OVERALL PERFORMANCE.
- PARTICIPATE IN TEAM MEETINGS AND TRAINING SESSIONS.

ADHERENCE TO POLICIES

EMPLOYEES MUST COMPLY WITH ALL COMPANY POLICIES, INCLUDING:

- ATTENDANCE AND PUNCTUALITY REQUIREMENTS.
- DRESS CODE AND PERSONAL GROOMING STANDARDS.
- HEALTH AND SAFETY REGULATIONS.
- CONFIDENTIALITY OF CUSTOMER AND COMPANY INFORMATION.

TRAINING AND DEVELOPMENT

STARBUCKS IS COMMITTED TO THE GROWTH AND DEVELOPMENT OF ITS EMPLOYEES. THE HANDBOOK DETAILS THE VARIOUS TRAINING PROGRAMS AVAILABLE, WHICH INCLUDE:

- BARISTA TRAINING: A COMPREHENSIVE PROGRAM THAT COVERS COFFEE PREPARATION TECHNIQUES, CUSTOMER SERVICE SKILLS, AND PRODUCT KNOWLEDGE.
- LEADERSHIP DEVELOPMENT: OPPORTUNITIES FOR EMPLOYEES TO DEVELOP LEADERSHIP SKILLS AND PREPARE FOR MANAGEMENT ROLES WITHIN THE COMPANY.
- ONGOING LEARNING: REGULAR WORKSHOPS AND SEMINARS THAT FOCUS ON PERSONAL AND PROFESSIONAL GROWTH.

EMPLOYEES ARE ENCOURAGED TO TAKE ADVANTAGE OF THESE RESOURCES TO ENHANCE THEIR SKILLS AND ADVANCE THEIR CAREERS AT STARBUCKS.

EMPLOYEE BENEFITS

ONE OF THE STANDOUT FEATURES OF THE STARBUCKS EMPLOYEE HANDBOOK 2022 IS THE COMPREHENSIVE BENEFITS PACKAGE OFFERED TO EMPLOYEES. THIS PACKAGE INCLUDES:

HEALTHCARE BENEFITS

STARBUCKS PROVIDES HEALTHCARE COVERAGE TO ELIGIBLE EMPLOYEES, INCLUDING:

- MEDICAL, DENTAL, AND VISION INSURANCE.
- MENTAL HEALTH SUPPORT AND RESOURCES.
- HEALTH SAVINGS ACCOUNTS (HSAs) AND FLEXIBLE SPENDING ACCOUNTS (FSAs).

PAID TIME OFF

EMPLOYEES ARE ENTITLED TO VARIOUS FORMS OF PAID TIME OFF, SUCH AS:

- VACATION DAYS.
- SICK LEAVE.
- PAID PARENTAL LEAVE.
- HOLIDAYS AND PERSONAL DAYS.

RETIREMENT AND FINANCIAL BENEFITS

STARBUCKS OFFERS A RANGE OF FINANCIAL BENEFITS, INCLUDING:

- 401(k) RETIREMENT PLANS WITH COMPANY MATCHING CONTRIBUTIONS.
- STOCK OPTIONS AND EMPLOYEE STOCK PURCHASE PLANS.
- FINANCIAL WELLNESS RESOURCES AND COUNSELING.

EMPLOYEE DISCOUNTS

EMPLOYEES ENJOY SIGNIFICANT DISCOUNTS ON STARBUCKS PRODUCTS, ALLOWING THEM TO EXPERIENCE THE BRAND FIRSTHAND

WHILE SAVING MONEY.

DIVERSITY AND INCLUSION

STARBUCKS IS COMMITTED TO FOSTERING A DIVERSE AND INCLUSIVE WORKPLACE. THE EMPLOYEE HANDBOOK OUTLINES THE COMPANY'S EFFORTS TO:

- CREATE A WELCOMING ENVIRONMENT FOR INDIVIDUALS OF ALL BACKGROUNDS.
- PROMOTE EQUITY IN HIRING AND ADVANCEMENT OPPORTUNITIES.
- PROVIDE TRAINING ON UNCONSCIOUS BIAS AND CULTURAL COMPETENCY.

EMPLOYEES ARE ENCOURAGED TO PARTICIPATE IN DIVERSITY INITIATIVES AND CONTRIBUTE TO A WORKPLACE CULTURE THAT VALUES DIFFERENT PERSPECTIVES.

HEALTH AND SAFETY GUIDELINES

THE HEALTH AND SAFETY OF EMPLOYEES AND CUSTOMERS ARE PARAMOUNT AT STARBUCKS. THE HANDBOOK PROVIDES GUIDELINES THAT INCLUDE:

- PROPER FOOD HANDLING AND HYGIENE PRACTICES.
- PROCEDURES FOR REPORTING WORKPLACE HAZARDS.
- EMERGENCY PROTOCOLS AND DRILLS.
- RESOURCES FOR MENTAL HEALTH AND WELL-BEING.

EMPLOYEES ARE EXPECTED TO FOLLOW THESE GUIDELINES TO ENSURE A SAFE AND HEALTHY WORK ENVIRONMENT.

PERFORMANCE EVALUATION

STARBUCKS CONDUCTS REGULAR PERFORMANCE EVALUATIONS TO ASSESS EMPLOYEE CONTRIBUTIONS AND GROWTH. THE EVALUATION PROCESS INCLUDES:

- SETTING INDIVIDUAL GOALS AND OBJECTIVES.
- RECEIVING FEEDBACK FROM SUPERVISORS AND PEERS.
- IDENTIFYING AREAS FOR IMPROVEMENT AND DEVELOPMENT.

EMPLOYEES ARE ENCOURAGED TO ENGAGE IN OPEN CONVERSATIONS WITH THEIR MANAGERS ABOUT PERFORMANCE AND CAREER ASPIRATIONS.

CONCLUSION

THE STARBUCKS EMPLOYEE HANDBOOK 2022 IS MORE THAN JUST A GUIDE; IT ENCAPSULATES THE ESSENCE OF WHAT IT MEANS TO BE PART OF THE STARBUCKS FAMILY. BY EMPHASIZING THE COMPANY'S CORE VALUES, EMPLOYEE RESPONSIBILITIES, BENEFITS, AND COMMITMENT TO DIVERSITY AND INCLUSION, THE HANDBOOK SERVES AS A CRITICAL TOOL FOR EMPLOYEES TO NAVIGATE THEIR ROLES EFFECTIVELY. AS STARBUCKS CONTINUES TO GROW AND EVOLVE, THE HANDBOOK REMAINS A TESTAMENT TO THE COMPANY'S DEDICATION TO NURTURING TALENT AND FOSTERING A POSITIVE AND INCLUSIVE WORKPLACE CULTURE.

FREQUENTLY ASKED QUESTIONS

WHAT ARE THE KEY UPDATES IN THE STARBUCKS EMPLOYEE HANDBOOK FOR 2022?

THE 2022 STARBUCKS EMPLOYEE HANDBOOK INCLUDES UPDATES ON REMOTE WORK POLICIES, MENTAL HEALTH RESOURCES, AND ENHANCED BENEFITS FOR PART-TIME EMPLOYEES.

HOW DOES THE 2022 STARBUCKS EMPLOYEE HANDBOOK ADDRESS DIVERSITY AND INCLUSION?

THE HANDBOOK EMPHASIZES STARBUCKS' COMMITMENT TO DIVERSITY AND INCLUSION BY OUTLINING SPECIFIC TRAINING PROGRAMS AND INITIATIVES AIMED AT FOSTERING A SUPPORTIVE WORKPLACE FOR ALL EMPLOYEES.

WHAT KIND OF EMPLOYEE BENEFITS ARE HIGHLIGHTED IN THE 2022 STARBUCKS HANDBOOK?

THE 2022 HANDBOOK HIGHLIGHTS BENEFITS SUCH AS HEALTH INSURANCE, TUITION REIMBURSEMENT, AND STOCK OPTIONS, ALONG WITH NEW MENTAL HEALTH SUPPORT INITIATIVES.

ARE THERE ANY CHANGES TO THE CODE OF CONDUCT IN THE 2022 STARBUCKS EMPLOYEE HANDBOOK?

YES, THE 2022 HANDBOOK INCLUDES STRICTER GUIDELINES ON PROFESSIONAL BEHAVIOR, SOCIAL MEDIA USAGE, AND CONFLICT RESOLUTION TO ENSURE A RESPECTFUL WORKPLACE.

HOW CAN EMPLOYEES ACCESS THE STARBUCKS EMPLOYEE HANDBOOK FOR 2022?

EMPLOYEES CAN ACCESS THE 2022 HANDBOOK THROUGH THE STARBUCKS INTERNAL PORTAL OR BY REQUESTING A PHYSICAL COPY FROM THEIR MANAGER.

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