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The 5 principles followed by Starbucks are: Make it your own; Everything matters; Surprise and delight;

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HR consultant and author of 13 bestselling business books Carol A. Hacker reviews the book The Starbucks Experience: 5 Principles for Turning Ordinary into Extraordinary by Joseph A. Michelli. Review highlights book's examination of how Starbucks gets their employees to deliver excellent customer service. The Starbucks Experience: 5 Principles for Turning Ordinary Into Extraordinary is a quick read, attractively laid out, and easy to put down, pick up, and keep reading with great interest.

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Introduction -- Principle #1- make it your own -- Principle #2- everything matters -- Principle #3- surprise and delight -- Principle #4- embrace resistance -- Principle #5- leave your

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~~The Starbucks Experience — Joseph Michelli~~

Dr. Michelli makes use of real-life insider stories, eye opening anecdotes, and step-by-step strategies to condense Starbucks' working

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philosophies into five key principles in order to enable readers to learn from the best and be the best. Happy Reading 4. The Big Idea Everyone is familiar with the Starbucks story.

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The Starbucks experience : 5 principles for turning ordinary into extraordinary Joseph A Michelli
Published in 2006 in New York by McGraw-Hill
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embrace resistance -- Principle #5-
leave your mark -- A final word.

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But leaders at Starbucks have provided a structure that allows partners to infuse themselves into their work, so that they can inspire customers in legendary ways. The leaders call this the "Five Ways of Being":

- Be welcoming
- Be genuine
- Be considerate
- Be knowledgeable
- Be involved

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I thought ~~The Starbucks Experience: 5 Principles for Turning Ordinary Into Extraordinary~~ was an excellent book and would recommend it to anyone managing people. It documents an interesting framework for running a business and is full of great examples of each principle to illustrate application of the principle to "real life" in a business.

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successfully converted me into a coffee lover, and has done the same for countless millions worldwide.

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