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The 5 principles followed by Starbucks are: Make it your own; Everything matters; Surprise and delight; Embrace resistance; and Leave your mark. All good principles and lots of examples provided so you can grasp the concepts in action.

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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 mark -- A final word

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In my book, The Starbucks Experience: 5 Principles for Turning Ordinary into Extraordinary, I share key components on what has made Starbucks one of the growth stories of our time. This eBook samples and builds on components of The Starbucks Experience and is designed to stimulate thought about the business principles found in my McGraw-Hill book.

## ~~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 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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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

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Being": • Be welcoming • Be genuine • Be considerate • Be knowledgeable • Be involved

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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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The Starbucks Experience: 5 Principles for Turning Ordinary into Extraordinary. because Starbucks successfully converted me into a coffee lover, and has done the same for countless millions worldwide.

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