



The Barista's Brew: A Starbucks Story

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Mei, a barista in a busy Starbucks in Taipei, smiled as she greeted her first customer of the day. The store was already bustling, and the aroma of freshly brewed coffee filled the air. She loved her job, but lately, the new mobile app was making things a little... complicated.



The app allowed customers to customize their orders in intricate detail, leading to a flurry of complex requests. Mei found herself juggling multiple screens, trying to keep track of each unique drink. The line of customers grew longer, and the pressure mounted.



One particularly busy morning, Mei felt overwhelmed by the app's complexity. Customers tapped their feet, and the other baristas looked stressed. Mei sighed, wishing for a simpler way to connect with her customers and make their perfect coffee.



That afternoon, Mei attended a meeting where the Starbucks managers discussed the app and its challenges. They talked about improving communication and finding ways to streamline the in-store process. Mei felt a spark of hope.



Mei began to experiment with new ways to manage the orders. She started chatting with customers about their preferences, personalizing each interaction. She even created a small whiteboard to clarify complex orders, reducing confusion.



Soon, the lines shortened, the baristas smiled, and the customers enjoyed their drinks with more ease. Mei realized that even with technology, the most important ingredient was still human connection. The "third place" experience was alive and well, thanks to a little bit of teamwork and a whole lot of coffee.