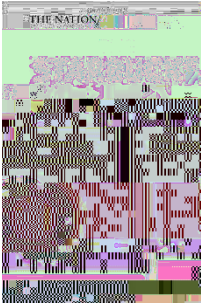

“You can catch more flies with honey than with vinegar.”



The act of taking care of the customer's needs.

The degree of assistance and courtesy granted.

Mutually determine your school's "ways of being."

The Starbucks Experience

how

what

Ask each staff member to share how they can model a "way of being."