

No purchase needed to sit in Starbucks cafes

22nd May, 2018



The cafe chain Starbucks has made a new policy about who can use its cafes. Starbucks CEO Howard Schultz has announced that anyone can enter a Starbucks cafe in the USA without needing to make a purchase. That

means people are free to sit in the cafe or use the restrooms. Mr Schulz has asked all Starbucks staff to treat every person entering the cafe as a customer. He said: "Any person who enters our spaces, including patios, cafes and restrooms, regardless of whether they make a purchase, is considered a customer." This means people can simply use Starbucks to sit down, relax and use the Internet. The new policy applies to more than 8,000 cafes in the United States.

The new policy will also make it easier for store managers and baristas to do their job. There have been high-profile cases recently of managers asking real customers to leave a cafe or telling them they cannot use the bathroom. On April 12, two black men were arrested and escorted out of a Philadelphia Starbucks in handcuffs for waiting for a friend to arrive before they ordered. A week later, another black man was told he could not use the bathroom because he hadn't bought anything. He posted a video online of a white man using the bathroom in the same cafe without buying anything first. Mr Schultz said he didn't want to make Starbucks a public bathroom, but the new policy was "the right thing" to do.

Sources: mashable.com / slate.com / npr.org

Writing

Cafes are the best place to meet for a chat. Discuss.

Chat

Talk about these words from the article.

cafe / chain / policy / purchase / restrooms / customer / relax / sit down / Internet / store / high-profile / manager / arrested / handcuffs / video / online / the right thing

True / False

- a) Starbucks' no-purchase-necessary policy is not new. T / F
- b) The Starbucks CEO said anyone entering a cafe is a customer. T / F
- c) The CEO said people who sit in Starbucks' patios are not customers. T / F
- d) The new policy will be used in 18,000 Starbucks across the USA. T / F
- e) The new policy will make life easier for store managers. T / F
- f) Two real Starbucks' customers were arrested for waiting for a friend. T / F
- g) A black man was told he could not use a Starbucks restroom. T / F
- h) The CEO always wanted the public to use Starbucks bathrooms for free. T / F

Synonym Match

(The words in **bold** are from the news article.)

- | | |
|----------------------|------------------|
| 1. policy | a. toilets |
| 2. announced | b. communal |
| 3. purchase | c. taken |
| 4. restrooms | d. buy |
| 5. considered | e. authentic |
| 6. cases | f. guidelines |
| 7. real | g. put |
| 8. escorted | h. thought to be |
| 9. posted | i. said |
| 10. public | j. instances |

Discussion – Student A

- a) What do you think about what you read?
- b) What do you think about cafes?
- c) What do you know about the high-profile cases?
- d) Have you ever been asked to leave a place?
- e) Were the Starbucks staff being racist?
- f) Do you ever judge someone by his/her colour?
- g) Will Starbucks now become a public bathroom?
- h) What questions would you like to ask the CEO of Starbucks?

BreakingNewsEnglish - The Mini Lesson

Phrase Match

- | | |
|--|---------------------------|
| 1. a new policy about who | a. profile cases recently |
| 2. treat every person entering the cafe | b. more than 8,000 cafes |
| 3. regardless of whether | c. to do |
| 4. people can simply use Starbucks | d. for store managers |
| 5. The new policy applies to | e. as a customer |
| 6. The new policy will also make it easier | f. and escorted out |
| 7. There have been high- | g. can use its cafes |
| 8. two black men were arrested | h. online |
| 9. He posted a video | i. to sit down |
| 10. the new policy was "the right thing" | j. they make a purchase |

Discussion – Student B

- What do you know about Starbucks?
- Do you prefer big chain cafes or small, independent ones?
- Do you think Starbucks has made the right decision?
- What are the disadvantages for Starbucks of the new policy?
- Would you sit in Starbucks without buying anything?
- How often do you go to cafes?
- Do you think the new policy will make Starbucks more money?
- Should all cafes follow Starbucks' example?

Spelling

- made a new lpoicy
- nnaencoud that anyone can enter
- use the terssmroo
- easrdeslgr of whether they make a purchase
- considered a usreotcm
- saleipp to more than 8,000 cafes
- make it asiere
- high-ripolfe cases
- arrested and tescdroe out
- in dfnsuhafc
- he hadn't gouthb anything
- posted a video lienon

Answers – Synonym Match

1. f	2. i	3. d	4. a	5. h
6. j	7. e	8. c	9. g	10. b

Role Play

Role A – Refills

You think refills are the most important thing to be free in cafes. Tell the others three reasons why. Tell them why their things should not be free. Also, tell the others how much we should pay for these (and why): bathroom use, water or wifi.

Role B – Bathroom Use

You think bathroom use is the most important thing to be free in cafes. Tell the others three reasons why. Tell them why their things should not be free. Also, tell the others how much we should pay for these (and why): refills, water or wifi.

Role C – Water

You think water is the most important thing to be free in cafes. Tell the others three reasons why. Tell them why their things should not be free. Also, tell the others how much we should pay for these (and why): bathroom use, refills or wifi.

Role D – Wifi

You think wifi is the most important thing to be free in cafes. Tell the others three reasons why. Tell them why their things should not be free. Also, tell the others how much we should pay for these (and why): bathroom use, water or refills.

Speaking – Free

Rank these with your partner. Put the most important things that should be free in cafes at the top. Change partners often and share your rankings.

- | | |
|---------------------|-----------|
| • newspapers | • refills |
| • bathroom use | • wifi |
| • snacks | • water |
| • service (no tips) | • tissues |

Answers – True False

a	F	b	T	c	F	d	F	e	T	f	T	g	T	h	F
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Answers to Phrase Match and Spelling are in the text.