

## A Starbucks Revolution.

"Hello, we have a special triple grande caramel mocha with whipped cream for only three ninety-nine. Can I take your order?" That's the kind of information-loaded question that you get asked when you pull up to a Starbucks drive-thru. Just as you are about to speak, the lady inside the building beats you to it. And there is always a special of the day, a huge, sugar-filled, creamy thing that costs fifty cents less than it normally does. And, because Starbucks opens early, the people who use the drive-thru to get a coffee on the way to work, also get asked the same question. I doubt if many would buy a triple grande caramel mocha with whipped cream first thing in the morning. Whose stomach would be ready for that? But, as far as drive-thrus go, they have one of the best. There are drive-thrus all over town, and in every town. There are even drive-thru banks. The service of Starbucks, though, is probably the best. Firstly, the speaker system is loud, clear, and effective. Generally, the person taking your order is articulate, and doesn't speak too quickly. I've been through some drive-thrus where the person taking my order has spoken so fast, that I haven't understood a word. Saying, "I beg your pardon," just adds to the confusion in a situation like that. What is needed, quite simply, is a "What?" So, at Starbucks, you can relax and not worry about not understanding the employee. You can spend a few seconds looking at the list of drinks and pastries before ordering. All of this takes place, of course, with the smell of fresh coffee wafting your way, encouraging you to buy more. You pull the car up to the second window, where you pay for your drink, and everybody is happy. That's what it is; it's a happy place. Think about it. The people who work there are instantly pleasing each customer. That can't be bad. Compared to other businesses, like, say for example, clinics, insurance companies, or even banks, you don't always have happy customers. Then, as you drive off, sipping your not-too-hot coffee, you quickly glimpse the happy customers who are sitting inside Starbucks chatting, or on their laptops, all getting a creative caffeine high, writing lists of how to improve the world, or at least, cause a local revolution.

### Grammar notes.

Related vocabulary: to beat someone to it, articulate, to waft, say for example.

1. I was going to buy the last pair of silver high-heels, but someone beat me to it.
2. She is so articulate for a young person; talking to her is like talking to a college literature professor.
3. The smell of fresh baked bread wafted from her house all over the neighborhood.
4. You might need an umbrella in the rain. Another instance is, say for example, to hit someone who is trying to steal your purse.

