Appendix B: Company profiles

Appendix B provides a brief introduction to the Starbucks Corporation and the Walt Disney Company.

The Starbucks Corporation

The story of Starbucks began in 1971 – originally a roaster and retailer of whole bean and ground coffee, tea, and spices with a single store in Pike Place Market in Seattle, Washington. Today, the Starbucks Corporation is a global coffee company, a purveyor of specialty coffee and a coffeehouse chain. Howard Schultz, the founder of the Starbucks Corporation and its coffeehouse concept as we know it today, and current chairman, president, and chief executive officer, joined the company in 1982. A year later, he traveled to Italy where he was fascinated by the popularity of Italian espresso bars and the romance of the coffee experience. He returned with a vision to bring the coffeehouse tradition and culture to the United States, with the coffeehouse representing a third place between work and home. In line with this, the Starbucks coffeehouse is envisioned as a gathering place for meeting friends and family. The idea is for consumers to have a full and rewarding coffeehouse experience, and the Starbucks experience is said to be defined by quality service, an inviting atmosphere, and an exceptional cup of coffee.

Today, the company's operations have expanded to include more than 18,000 stores in 62 countries, with Starbucks coffeehouses in such diverse locations as Argentina, Finland, Hong Kong, Romania, and Saudi Arabia. In the words of the company itself, Starbucks has become "the premier roaster and retailer of specialty coffee in the world."



¹ http://www.starbucks.com/about-us/our-heritage

² Ibid.

³ http://www.starbucks.com/assets/9a6616b98dc64271ac8c910fbee47884.pdf

⁴ http://www.starbucks.com/about-us/our-heritage

The Walt Disney Company

The Walt Disney Company was founded in 1923 as a cartoon studio – first known as The Disney Brothers Studio – by Walt Disney and his brother Roy Disney.⁵ Today, the Walt Disney Company is an international family entertainment and media enterprise, comprised of five business segments: parks and resorts, media networks, studio entertainment, consumer products, and interactive media.⁶

Walt Disney opened Disneyland, the first Disney theme park, in 1955 in Anaheim, California, and this company segment – Walt Disney Parks and Resorts – now comprises 11 theme parks and 43 vacation resorts at five destinations in North America, Europe, and Asia, with a sixth destination currently underway in Shanghai. A range of broadcast, cable, radio, publishing, and digital businesses across two divisions, the Disney/ABC Television Group and ESPN Inc., constitute Disney's Media Networks. As mentioned, The Walt Disney Studios is the foundation upon which the company was built, and today, the Studio brings movies, music, and stage plays to consumers around the world. Disney Consumer Products is the business unit which extends the Disney brand to merchandise, including toys, clothes, home décor, books and magazines, foods and beverages, stationery, and electronics. Finally, Disney Interactive, the latest addition, focuses on interactive entertainment across all digital media platforms, including mobile, social media, and console games, online virtual worlds, and various web destinations and networks.⁷

Through these different segments and channels, the Walt Disney Company strives to "provide quality entertainment for every member of the family, across America and around the world." Since its beginnings as a cartoon studio in the 1920s, the company has transformed into a global enterprise, through continually expanding and diversifying its operations and brand, so that today, the Walt Disney Company, together with its subsidiaries and affiliates, is the world's largest media and entertainment conglomerate.⁹



⁵ http://thewaltdisneycompany.com/about-disney/disney-history

⁶ http://thewaltdisneycompany.com/about-disney/company-overview

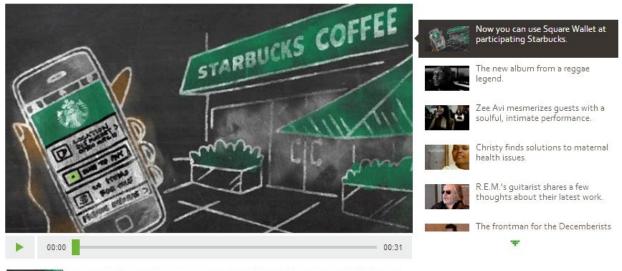
⁷ Ibid.

⁸ http://thewaltdisneycompany.com/about-disney/disney-history

⁹ http://thewaltdisneycompany.com/about-disney

Appendix C

Coffeehouse¹⁰





Square Wallet turns your phone into your wallet. Just slide and scan. It's that easy.

Starbucks Digital Network

We're bringing the most interesting stuff on the web right to your comfy chair. It's the Starbucks Digital Network.

Entertainment

We love coffee and everything that goes with it. Good books. Great music. And what's more, we love sharing our favorites with you.

Community

Community means we're better together. In our stores and the world at large. Chat, connect and get involved.

Tell us your Starbucks idea Help out a cause at V2V Join us on Facebook Follow us on Twitter

Wi-Fi

Our coffee brings people together - and our Wi-Fi service helps keep them connected. Learn how to surf while you sip at Starbucks.

AT&T Wi-Fi (U.S.) allstream Wi-Fi (Canada)

Mobile Applications

You can use your phone to pay for your purchases at Starbucks. It's fast, easy and convenient.

Store Design

What makes a Starbucks coffeehouse such a vibrant and inviting space? A philosophy of community and environmental responsibility.

Find a Store

Find Us Online













¹⁰ Source: <u>http://www.starbucks.com/coffeehouse</u>

Appendix D

Coffee¹¹



Subtle & Mellow

Smooth & Balanced

Bold & Robust

Some like a lighter coffee. Some prefer dark. The Starbucks Roast Spectrum sorts our coffees by three roast profiles.



Use the bar above to browse coffees with the flavor and intensity that's perfect for you. Because, after all, every palate is different.

See all Starbucks Coffees

#starbuckscoffee Instagram photos

















Coffees by Profile









Starbucks Reserve® Coffees



Never be without great coffee.

Tear open a pack of Starbucks VIA® coffee and you're halfway to the magical moment that only a great cup of coffee can create. All that's left after that is to add water and stir. And when the cup is crisp and refreshing Starbucks VIA® Iced Coffee, you won't have to miss any summer adventures.

¹¹ Sources: http://www.starbucks.com/coffee/via and http://www.starbucks.com/coffee/via and http://www

How do you like your coffee?

Subtle & Mellow

Smooth & Balanced

Bold & Robust



Like 192

Smooth and balanced, the medium roast done right.

Our medium-roasted coffees are perfect for the inbetween palate – not too soft, not too strong. A smooth and balanced medium-roasted Starbucks[®] coffee is a friendly constant throughout the day, reminding you that things are right just the way they are.

See all Medium Roast Coffees



Appendix E

Starbucks Evenings¹²

Starbucks Evenings



The place you love during the day now has more reasons to love it at night.

We've always been your neighborhood spot where you can take a moment to unwind, grab a well-deserved treat, and meet up with friends. But sometimes, you just want a glass of wine and a delicious bite to eat without going to a bar or making a restaurant reservation.

Say hello to a new way to enjoy Starbucks after 4 p.m. Drop in after work, with friends, after yoga, by yourself, after a long day or after a great day.

The food is amazing. The wine selection is simple and smart. The chairs are just as comfortable as they are in the morning.

We hope to see you soon.

У Tweet Q +1 ☐Like (1.4)

Starbucks Evenings Menu



Savory small plates. Irresistible desserts.

Thoughtfully selected wines. Take a moment or three to explore the new menu.

Starbucks Evenings Store Locations



Available in select locations. Additional stores to come this Fall. See locations.

Starbucks Evenings FAQs

How will the environment be different?

We will still be your neighborhood gathering place with an inviting atmosphere for people of all ages. After 4 p.m., you'll experience a more mellow, less hurried atmosphere perfect for winding down and having casual conversations.

¹² Source: http://www<u>.starbucks.com/coffeehouse/starbucks-stores/starbucks-evenings</u>

Appendix F

The Flavors in Your Cup¹³

The Flavors in Your Cup

Roasting



The Starbucks Roast® is more than a color – it's a philosophy of helping each bean reach its maximum potential.

We started roasting coffee in 1971, and it was the way we approached our craft that created so many Starbucks fans in those early days. Our coffee stood out not only because it was darker, but also because it had more flavor.

You see, most coffee is lightly roasted as a way to cut costs. Coffee loses moisture and weight when it is roasted, which means there's less to sell afterward. A pound of coffee loses about 10 to 14% of its weight when it's handled by a commercial roaster. We roast our coffee a little longer, to bring out more of the flavor. We lose 18 to 25% of the weight in doing this, but the difference in taste is worth it.

Blending



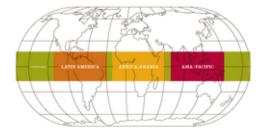
One of the things we enjoy most about the work we do is bringing you great coffees from around the world.

Some we present as single-origin coffees that showcase particular flavors unique to their birthplaces – we'll talk about those in a moment. The rest we use to create amazing blends, and that's what we'll discuss here.

At Starbucks, we might blend a coffee to showcase a particular growing region. House Blend, for example, combines three great Latin American coffees into one brew that exemplifies the best qualities of that region: lively, clean, well-balanced flavors. Gazebo Blend® highlights African coffees – bright, citrusy and great on ice.

¹³ Source: http://www.starbucks.com/coffee/learn/flavors-in-your-cup

Growing



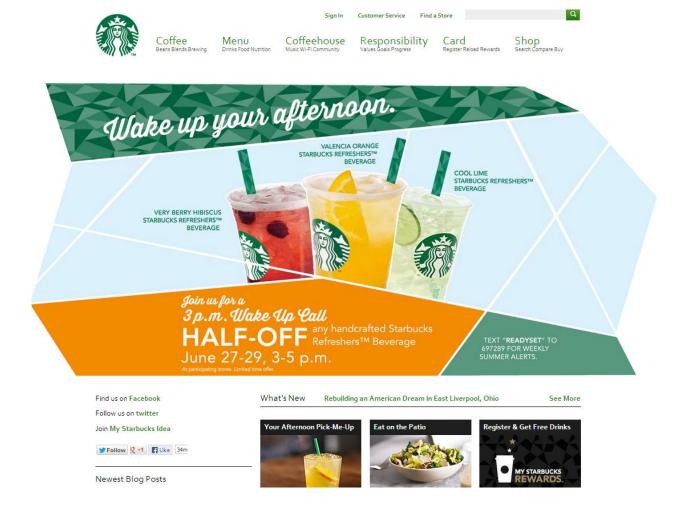
As we slurp coffees in our tasting room, we look for the perfect combination of climate, soil, elevation, and agricultural practices that come together to produce a great coffee.

As we taste coffees, the question we ask ourselves is this: Which coffees from a given location best represent the perfect intersection of climate and skilled horticulture? We seek unmistakable regional flavors, what a French wine-maker would call *goût de terroir*, the "taste of the place."

Each single-origin coffee we offer exemplifies the best flavor qualities of its region. We invite you to explore a cup.

Appendix G

Starbucks, Opening page¹⁴



9

¹⁴ Source: <u>http://www.starbucks.com/</u>

Appendix H

My Starbucks Idea¹⁵



My Starbucks Idea

FAQ

GOT AN IDEA? VIEW IDEAS **IDEAS IN ACTION**

Hi there,

to make a comment.

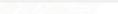
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Share 👪 🖺 🚺



Ideas so far

Search Ideas



PRODUCT IDEAS

34,190 Coffee & Espresso Drinks

3,880 Frappuccino® Beverages

10,029 Tea & Other Drinks

15,900 Food

8,339 Merchandise & Music

16,863 Starbucks Card

3,237 New Technology

11,074 Other Product Ideas

EXPERIENCE IDEAS

8,219 Ordering, Payment, & Pick-Up

15,008 Atmosphere & Locations

11,346 Other Experience Ideas

INVOLVEMENT IDEAS

5,115 Building Community

9,257 Social Responsibility

5,645 Other Involvement Ideas

1,592 Outside USA



Most Recent Ideas

27 Min(s) Ago gluten free and/or grain free bakery

33 Min(s) Ago New Store In Hudson, NY

46 Min(s) Ago develop a windows app...please

49 Min(s) Ago rewards card

Allow App to be Logged In Simultaneously on Multiple Devices 59 Min(s) Ago

1 Hour(s) Ago New Location idea in Omaha

1 Hour(s) Ago

Bring back Veggie and get rid of La Boulange! 3 Hour(s) Ago

3 Hour(s) Ago Glutten free food!

 $^{^{15} \} Sources: \underline{http://mystarbucksidea.force.com/} \ and \ \underline{http://www.starbucks.com/coffeehouse/learn-more/my-starbucks-idea}$

Featured Starbucks Idea Partners

These are our Starbucks Idea Partners. They'll be online to listen to your ideas, ask questions, tell you what we're doing behind the scenes and make sure things run smoothly.



sbx_em Ed works for the Branded Solutions team supporting the success of non-company owned stores, like airport, grocery, and college & university Starbucks. No matter what location you frequent, we want to hear your ideas. Favorite Drink: Triple Tall Americano



sbx_sspe Sarah works on the Frappuccino team. One interesting part of her job is she makes sure that there is a delicious Frappuccino version of the seasonal beverages.
Favorite Frappuccino:: Salted Caramel Mocha Frappuccino

MyStarbucksIdea.com



Share, Vote, Discuss, See.

You know better than anyone else what you want from Starbucks. So tell us. What's your Starbucks Idea?

Revolutionary or simple – we want to hear it. Share your

ideas, tell us what you think of other people's ideas and join the discussion. We're here, and we're ready to make ideas happen. Let's get started.

Submit Your Idea

Ideas In Action

What are we doing to make your Starbucks experience better? These are some of the things you've asked for.

Appendix I

Menu¹⁶

Menu



Delicious, handcrafted beverages and greattasting food. The secret to making life better.

It's true. The perfect cup of coffee and a wholesome, delicious snack can make your day. So we make sure everything you choose is of the finest quality. Because really, isn't that how life should be?

Drinks

Amazing coffees from around the world. Handcrafted beverages to discover and enjoy. We love bringing you these things.

Starbucks Drinks

Food

Our pastries and sandwiches are made with highquality, simple ingredients. So all the goodness you taste is real food, simply delicious.

Starbucks Food

Nutrition

We've got the tools and data you need to find out what's inside our food and drinks, so you can make the choices that work for you.

Starbucks Nutrition

Many flavors under the sun

The Frappuccino® blended beverage is the original, icy-cold coffee indulgence we made famous. You can make it all yours.

Want to add extra coffee? Mix in your favorite flavors? Make it light in calories or coffee-free? It's summertime, so let your imagination go wild. Our baristas will help you customize your drink and create exactly what you're craving.

Not sure what to try? Then check out the new Caramel Ribbon Crunch Frappuccino® blended beverage or these other popular combinations.

¹⁶ Sources: http://www.starbucks.com/menu/drinks/frappuccino-blended-beverages

Nutrition¹⁷

Nutrition





▼Tweet 🖁 +1 🖪 Like 615

everything we offer is made from great, freshtasting ingredients.

Part of living well means finding the right balance for you. So whether you're counting calories, watching your fat and sugar intake, or looking for more fiber or protein, we can help you make the choices that work.

Here you'll find the nutritional facts behind the food and beverages you love. So now you'll know what you're getting with all that fine flavor.

Explore All Drinks

Do you have a special request? We'll customize your drink to order with nonfat milk, sugar-free syrup or other options.

Delicious Drinks Under 200 Calories

See All Starbucks Drinks

Explore All Food

We've removed the high fructose corn syrup and artificial trans fats, flavors and dyes. Your food not only tastes better, it is better.

Favorite Foods Under 350 Calories Foods with 10g Fat or Less Foods with 600mg Sodium or Less

See All Starbucks Food

Favorite Foods Under 350 Calories

You have a lot of smart choices in our food case.

It's a dilemma that has vexed many great minds: how can one be expected to eat sensibly when confronted with so many wonderful temptations? Fortunately, we have the answer – these delicious treats come in at 350 calories or less. Sometimes a lot less.

Muffins, Scones, Breads & Other Treats	Calories
Petite Vanilla Bean Scone	140
Marshmallow Dream Bar	210
Lowfat Red Raspberry Muffin *	340
Reduced-Fat Cinnamon Swirl Coffee Cake	340
Morning Bun	350
Marble Pound Cake	330



Got a Great Idea?



We want it! Share your ideas and see what other people are suggesting at My Starbucks Idea.

¹⁷ Sources: http://www.starbucks.com/menu/nutrition/35-under-350

Appendix J

My Disney Experience¹⁸



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 $^{{\}color{red}^{18} Sources: \underline{https://disneyworld.disney.go.com/plan/\underline{}} \ and \ \underline{https://disneyworld.disney.go.com/plan/my-disney-experience/\underline{}} \ and \ \underline{https://disneyworld.disney-experience/\underline{}} \ and \ \underline{https://disneyw$



Planning made easy.



Start Exploring — Pinpoint your favorites on the interactive map as you find things to do by location, experience or theme around Walt Disney World Resort.

See the Map



Compare Our Resort Hotels — Stay at a select Walt Disney World Resort hotel and enjoy comfort, convenience and distinctive Guest benefits.

Book a Resort



Find Restaurants — Search dining choices by character experience, cuisine or location, and make reservations online or using the mobile app.

Make Dining Reservations



Personalize Your Plans — View your Disney Resort stay details, dining reservations and more in My Itinerary.

Go to My Itinerary



Get started now.



Make It Yours — Complete your Profile, select your favorite Disney Character and provide a few details to help us personalize your experience at home and in the parks.

Create Profile



Share Your Plans — Connect to the people you travel with using Family & Friends so you'll be able to make plans together.

Learn More

Now, Take Your Walt Disney World Experience to a Whole New Level

Start your vacation fun today with tools that make it easy to dream, plan and share–all in My Disney Experience.

Get Started



WALT DISNEP World.

Hello Anette! Welcome to Disneyworld.com!



Creating a personalized dream Disney vacation has never been easier—sign in from a computer or mobile device using the email you provided:

Account Email anettegraakjaer@hotmail.com

Then, you can manage your profile, including personal information and your customizable vacation, right at My Disney Experience.

Don't forget: you can also use the same member name and password to sign in to sites like <u>ESPN.com</u>, <u>ABC.com</u>, <u>disneyland.com</u> and more!

Update Your Profile

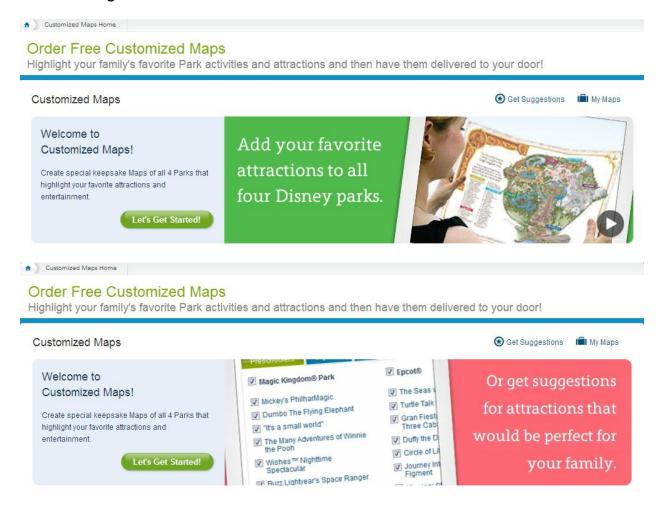
If this account was set up in error or if you do not wish to have a Disney account, please contact us immediately at (407) 939-4357.

What's Next

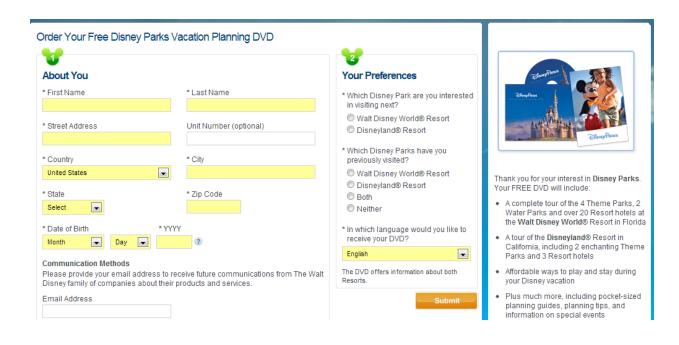
- . Learn how My Disney Experience can take your vacation to a whole new level
- · Explore our attractions, entertainment, dining and more
- . Invite people to join your Family & Friends list-and start planning together
- Download the My Disney Experience Mobile App

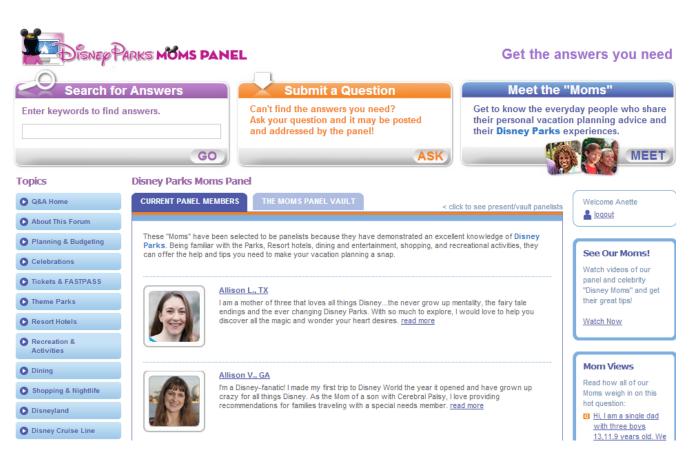
Appendix K

Vacation Planning¹⁹



¹⁹ Sources: http://customizedmaps.disney.go.com/;
https://disneyworldsneyw





In-Depth Planning Topics



> Magic Your Way Vacation Packages

Since the perfect Disney vacation is different for everyone, Magic Your Way vacation packages offer you the flexibility to find a package that fits your family's preferences, size and budget.

See Details



> Planning Your First Trip

Get an overview of planning tools, tips and benefits to Resort hotel Guests.

See Details

More Help

Frequently Asked Questions

Moms Panel

Planning Topics

Guest Services

Maps

Disney's Visa® Card

Free Planning DVD



> Planning for Larger Parties

Have a group of 5 or more people? Disney Resort hotels have options from value to deluxe. See Details



> Traveling with Little Ones

Use these planning tools to find kid-friendly attractions, Resort hotels and restaurants. See Details