

# Good case study on starbucks structure

[Business](#), [Company](#)



## Question One

The job is purposed to offer services to Starbucks customers in the most efficient of ways. It is aimed and focused at boosting customer services. This job description provides a clean environment. Similarly, quality services are purposed to be effected by the provisions coming along with this job. It is also expected that the job shall operate along guidelines and rules that underlie Starbucks. In this regard, its summary and mission are well clear. It shall be expected that the cleaner employees shall work within the following parameters; they shall be expected to work in a manner that upholds to honesty and commitment to their work. Due to the demands of the job, the job functions dictate that it shall be expected that a person acts within the working hours stipulated. However, some special instances may arise. For example, a special meeting shall demand that the worker avails himself at the job arena at a later time than the stipulated and agreed upon time. The employee must follow Starbucks principles and policies to the latter. He should be ready to educate and familiarize with newly in cooperated workers at workplace. The workers should provide for a conducive environment by ensuring that the dishes and the general work environment is conducive enough (Kenn, 2013). Punctuality must be adhered to and respected. In the course of their duty, the cleaners are expected to offer directional services to customers. In this regard, there shall be turn taking. At one point worker A may be responsible for cleaning dishes and person B responsible for cleaning the external environment.

In this job, it is mandatory that someone has experience in customer related fields. It is in regard to the fact that Starbucks deals with clients that hold a

high reputation in the society. It is mandatory that, the workers has adequate skills in adapting to new environments because, at times, they will be required to offer external services. Flexibility should be a key skill that must be demonstrated by the worker. Working as a team is a mandatory skill that should characterize all workers. Interpersonal skills should also be evident features. The worker is expected to multi task where necessary (Germmy, 2012).

## **Question Two**

The departments that can be used by Starbuck are those of a geographical and functional front. In this case, geographical locations offer better services as opposing to an amalgamated way of offering management. It is effected through leadership roles that assume the titles of president. On the other hand, the functional front takes the shape of dividing roles in strata. In the long run, a chain command is facilitated. Administration and performance of roles is, therefore, at more likely front. Formal departments are more orderly than informal departments. The form should not be changed to stores offering food products due to the following reasons; the action will have concentrated the business at one angle. Due regard shall only be oriented along stores which of not bring an overall spirit and picture of the company's objects and directives. Such an action would mean that the operation was being constricted hence it is possible that the management schemes would be affected on a stretched angle of view and regard. On the other hand, it is possible the move to change it to the provision and presence of stores of food would mean that, demands of clients will better be met and regarded.

### **Question Three**

When a company starts to experience financial problems, decentralization of power will be effective in that, the more centralized a system is, the more the likelihood of producing fruits. In this case, decentralization refers to the relegation principle that provides for giving power to smaller units. In essence, the central organ responsible for administrative roles is relegated and freed from overwhelming roles. Efficiency is, therefore, achieved as a result of a decentralized form of leadership. In the event of a decentralized management scheme, checks and balances are effected. In the event of checks and balances one organ or administrative body is responsible for the actions of another agency and vice versa. As opposed to the trend experienced by the centralized forms of dealing with organizational issues in management, getting track of accountability instances is not in scope. Delegating power and responsibilities paves in instances of precision in one's performance of the role, as opposed to the position held by the centralized system. It is not possible to commit and engage in financial scandals, in the case of a devolved system of governance in any institution. For his reasons, it is plausible that, accountability is well ramified in a system that gives power and roles of other smaller structures that guide and support the functioning of the company.

Centralized institutions and organizations are subject to biases. In essence, it is plausible that, a centralized system has a limited number of administrators whose solutions might be final but detrimental to the well-being of workers and the company.

Centralization of power brings into scope aspects of corruption. Having a few

individuals at the top subjects the entire company does damnation in any event, the leaders opt to run escape from their roles and responsibilities. It is, therefore, important to appreciate the fact that, decentralization will best work for the Company.

## **Question Four**

Forms of organizational configuration that the company can employ are; machine bureaucracy and professional bureaucracy. Similarly, divisional bureaucracy, innovative organization and entrepreneurship bureaucracy are other of configuration that can be applied.

In this case, however, the machine bureaucracy best fits Starbuck Company under the following justifications; machine bureaucracy provides that orderliness and organization should be put in place so as to facilitate good organization and vigilance of the organization or Company under consideration. On the same side of the coin, the machine bureaucracy provides for a bureaucratic basis which an outlined and determined group of officials that guide day of day running of the Company.

Machine bureaucracy is can work in any environment hence its relevance. Irrespective of the places, its sole objectives, can still be satisfied and fulfilled. In this case, the coffee provisions can easily be made at ant place and time due to the flexibility of this model. In this model, managers at the top of the hierarchy are the most respected and looked upon parties. However, the position of the heads does not mean that, agents that work under them do not hold any viable suggestions and opinion. Machine bureaucracy represents and illustrates an organization that is mature and

viable in its operations. For this case, Starbuck fits in this conduct due to its relevance and role in as far as the world market is concerned.

## **References**

Germmy, A. (2012). Management. New York: Cengage Learning.

Kenn, F. (2013). Wrestling with Starbucks: Conscience, Capital, Cappuccino. New York: Rutgers University Press.