

# DIVERSITY AND GLOBAL INCLUSION DIALOGUES – PARTICIPANT CARD

## Topic

### Communicating with Deaf Partners and Deaf Customers

*“A Sign of Respect”*

## Key Points

- Starbucks has Deaf partners working throughout the business.
- Any person who is Deaf is a potential customer of Starbucks.
- American Deaf people are typically bilingual: American Sign Language (ASL) is their native language; English is their second language.
- Since Deaf people live everyday in a visual world, they are attuned to expressions and body language.
- Be creative and flexible with your communication.
- Technology can enhance communication access in a variety of settings.

## Notes



What resonated with me:	

## My Commitment


## Supporting Information

Starbucks Portal – Diversity Community – [Accessibility](#)  
*Store Operations Manual: Serving Customers with Disabilities*, Section 9.6

