



OPEN REMODEL ROLLOUT

## Starbucks—Success Story

In 2006, Starbucks Coffee Company rolled out the warming oven program across its entire fleet. Menemsha was hired by Jones Lang LaSalle to manage the pre-construction, logistics, and general contracting of the San Francisco and Chicago markets. Over 200 projects had to be permitted, scoped, procured, and built within a 5-month timeframe. The scope of work consisted of pulling out a portion of the back line and re-installing an under-counter refrigerator, warming oven, custom millwork, and flooring. In some cases, extensive electrical and plumbing work needed to be completed as well. This all needed to happen in an open store environment at night. Most projects had construction schedules with a 3-5 day duration period.

### **MENEMSHA'S SOLUTION**

This program was driven by schedule. Menemsha's Program Manager drove the program's overall schedule to track each critical path item.

The program's success was founded by three driving factors: Permitting, logistics, and construction scheduling.

- Permitting was managed by Menemsha's architectural services team ensuring that they fast tracked the permits as much as they could.
- The logistics portion was managed by a Field Project Manager and a third party logistics company to ensure all materials for each site were received and checked for damage prior to construction start.
- Construction was managed by a Sr. Project Manager to schedule Menemsha's in-house labor force as well as outsource subcontractors as required.

Menemsha's Program Manager pulled all three managers' information and reported together to ensure seamless program execution.

### **RESULTS**

- Starbucks was able to rollout its warming oven initiative on time and under budget.
- Jones Lang LaSalle continued their successful relationship with Starbucks because of the partnership with Menemsha.
- Today, Menemsha has a long-standing relationship with Jones Lang LaSalle and Starbucks.