

# Starbucks vs. Dunkin'

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Picture this: it's a school morning and you have no food at home. On your drive to school, you face a decision: where do you stop for breakfast? The two most common answers are Starbucks or Dunkin' as they are the largest franchises known for their drinks and morning food. Which one should you really choose? But which one is really better? I will answer this question using a point system that is only a *little* biased.



## Food

The food is difficult to compare because they cater to very different types of people. Dunkin' food is for people who just want to eat anything and don't care about the quality. Starbucks food is for people who typically eat grass and tree bark. When I'm looking for something to eat in the morning, I am absolutely not ecstatic over seeing my options at Starbucks: either a chickpea and seaweed box or a mushroom and cheese breakfast sandwich. Personally, when I'm preparing for a long day, I'd love to have a donut and bagel rather than a dirt sandwich and cranberries. If it hasn't been obvious enough, the best breakfast comes from Dunkin' (except when they get my order wrong). Point goes to Dunkin'.

## Order competence

You wouldn't think that "Hi, can I have a chai tea latte?" would be such a difficult request for Dunkin workers. But somehow it is. Somehow, my total is \$2.63 consisting of a latte, but when I go up to the window, it's changed to \$6.47 consisting of 3 chocolate donuts. Do I say anything? No, I don't. Why? Because workers at Dunkin' would absolutely hate me and kick me out of the establishment. When I pull up to the order screen at Starbucks, they always act **not** miserable (even though they've probably had 20 people yell at them already). They have never gotten my order wrong, and if they don't have an item, they'll (unnecessarily) profusely apologize and (necessarily) offer me a replacement. Starbucks wins a point for actually getting my order right.

## Drinks

Comparing the drinks at Starbucks and Dunkin' isn't very fair. Dunkin' is known for their donuts and not their specialty drinks, but Starbucks is pretty infamous for them. Getting this over quickly: Starbucks has a better selection and with much better quality. Their drinks are more creative and taste like they actually put a little effort in. Starbucks gets a point for their unrivaled creativity and taste.

## Waiting time

The waiting times of both places are very close but it depends what time of day you go. Both places during the morning are absolutely miserable. Don't even get me started on the

Starbucks and Dunkin' on Glenway in the morning. Absolutely horrible. Do you understand the amount of times I have almost hit a car waiting in line in the street? Neither party cares about the wellbeing of the cars driving in the street. That being said, the waiting time for both franchises is usually miserable. Even during the afternoon, the Starbucks line makes my foot hurt from the amount I'm holding my foot on the brake. Although, the line at Dunkin' during the afternoon is typically not a problem and I don't wait more than 3 minutes. Dunkin' gets a point here for not wasting my time for a flimsy bagel in the afternoon.

### **Quality**

Don't even get me started on the quality at Dunkin'. When I get my strawberry refresher, I expect it to taste like strawberry and **not** like sink water that has been marinating for 3 days. Almost every drink I've gotten at Dunkin' has tasted different from the last time for better or for worse. When I go through the Starbucks drive through and order my Dragon Drink, it tastes consistent and I never have any complaints. Starbucks gets a point for giving me the same drink.

### **Price**

The price difference between these two places is very evident. Starbucks runs me \$5 for a grande drink whereas I could get a large at Dunkin' for \$3.50. Some things at Starbucks are understandably priced, but I can get double at Dunkin' for half the cost. Although at Dunkin', it's obvious you're not paying for five-star quality, but at least they seem to know their worth. +1 point to Dunkin' for not draining my bank account.

### **Workers**

Not once have I walked into a Dunkin' and thought "Wow, these people **don't** hate me just for walking into this building!" Although understandably, they hate their job. So would I if I had to make 30 Coolatas at 10 a.m. But Starbucks workers' energy is unmatched. It seems as if they've been drinking several Trenta coffees since 4 in the morning. No matter what you say to them, they are completely unfazed. "Hey, can I have a Pink Drink with cold foam and 2 shots of espresso and some of the water from one of the rags you have in the back?" "....Okay is that all?" This clearly differs from Dunkin' as I am constantly attacked for my choices by the drive through workers. "Hi, can I have the Apple refresher with almond milk?" "..... Gross, you want...ALMOND milk in that?" Yes, I do. And yes, I gave into the bullying and accepted it with coconut milk. And yes, I was disappointed. And yes, Starbucks does get another point.

(As if this wasn't biased from the beginning) Starbucks wins with a score of 4-3. The price you pay for Starbucks' quality is worth not going to Dunkin' and possibly receiving sewer water instead of the coffee you ordered. When I asked everyone around me what their opinion was, they were pretty split down the middle. No matter what though, the lines for each of the stores will inevitably be on the street and remain exactly the same length.