
STARBUCKS CLOSING CALL CENTER, OUTSOURCING THE JOBS



Starbucks is closing down a Seattle call center and outsourcing the jobs to Nashville's Sitel. The 130 employees of the call center will lose their jobs later this year. According to Starbucks, they are outsourcing the jobs because a call center vendor is better equipped to handle the high volume of calls. The calls will be handled from a Sitel location in Albuquerque. High volume of calls? They sell coffee and ceramic mugs, some danishes and the occasional CD. For this, you need a call center?

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