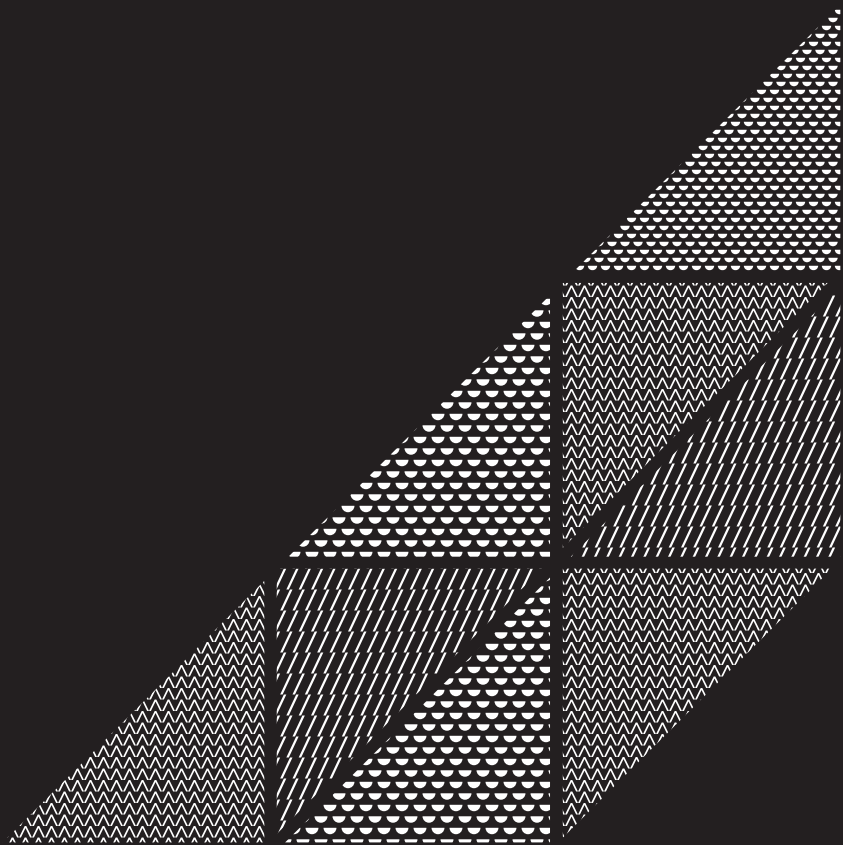


FROM THE STONE CREEK COFFEE  
OFFICE OF CLARIFIED COMMUNICATION

# BARISTA TRAINING MANUAL



100\_ IN CAFE TRAINING  
IN-CAFE TRAINING GUIDE

## IN-CAFE TRAINING GUIDE:

Hire Date: \_\_\_\_\_

Target completion/Certification Date: \_\_\_\_\_ (8 weeks from Hire Date)

This complete training outline can also be found in each team member's training section in Paycor. Café Coaches must ensure that the barista finishes each section and class in a timely manner. The Barista must also ensure that the training tasks are completed in Paycor. Baristas may use this guide to track their own training and to prepare themselves for their future learning. 28 hours in cafe training from start to end is the expectation.

### Shift One: Introductions

Introduce to Cafe Team and Cafe Coach (10 min) & Cafe Tour (10 min)

Try a new drink and pastry from our menu!

Read Barista Training Manual Sections: (1.5 hours)

- \_\_\_\_ SCC Mission Statement
- \_\_\_\_ Job Expectations
- \_\_\_\_ Policies, Procedures & Benefits
- \_\_\_\_ Barista Reviews & Performance Management
- \_\_\_\_ SCC Education Program
- \_\_\_\_ General Information
- \_\_\_\_ Drink Calling
- \_\_\_\_ Cup Marking-Paper Copy
- \_\_\_\_ Drink Recipe Guide-Paper Copy
- \_\_\_\_ Drinks For Here

Review Cafe Resource Books with Cafe Leader (30 min)

- \_\_\_\_ Review I-Book
- \_\_\_\_ Review Mark-out book
- \_\_\_\_ Review Coffee & Bakery Resources in [Employee Blog](#)
- \_\_\_\_ Planogram & Display Expectations

Review Paycor Scheduling with Cafe Coach

- \_\_\_\_ Introduction to filters and team member contact information
- \_\_\_\_ Availability
- \_\_\_\_ Request Off Policy
- \_\_\_\_ Shift Swap Policy

Introduction to the POS (2-4 hours)

- \_\_\_\_ Review of shift assignments
- \_\_\_\_ Introduction to 6 steps
- \_\_\_\_ Review menu in SQ and on menu boards
- \_\_\_\_ Review all categories in SQ (beans, merchandise, food, etc.)

### Shift Two: Connection

Cover 101-Connection Class (2 hours)  
Introduction to the POS Part 2 (2-4 hours)  
\_\_\_\_ Work on cup marking and syrup prep  
Try a new drink and pastry from our menu!  
Read Barista Training Manual Sections: (1.5 hour)  
\_\_\_\_ Cash Register, Gift Cards & Credit Cards  
\_\_\_\_ Gift Card Give Back  
\_\_\_\_ No Clear Answer Guide  
\_\_\_\_ Stone Creek Bakery  
\_\_\_\_ Behind the Counter  
\_\_\_\_ Cafe Operations & Expectations  
\_\_\_\_ Clean Space Rubric  
\_\_\_\_ Health Code Basics  
\_\_\_\_ Keg/Nitro Use  
\_\_\_\_ Pastry Case Upkeep

Review digital Bakery Resource Materials again for detailed information on each item.

#### Shift Three: POS

Intro to checklist tasks (AM/Mid-day tasks) (1 hour)  
Continued work on POS (2 hours)

- Cup Marking
- Drink Calling
- Drink Prep

Try a new drink and pastry from our menu!  
Read the Barista Training Manual Sections: (30 min)  
\_\_\_\_ Bar Procedures  
\_\_\_\_ Bar Basics: Building Drinks - Paper Copy  
\_\_\_\_ Grinding Coffee  
\_\_\_\_ Brewing Coffee and Tea  
\_\_\_\_ Bean Basics  
\_\_\_\_ Beans Worksheet- Paper Copy

#### Shift Four: Open Train #1 and Clean Space

Open Train #1 (30 min)  
\_\_\_\_ Work on opening checklist tasks  
\_\_\_\_ Observe dial in and try espresso together  
Cover 102-Care Class: Part 1  
Try a new drink and pastry from our menu!  
Read the Barista Training Manual Sections: (10 min)  
\_\_\_\_ Maintenance Requests  
\_\_\_\_ Accidents, Security and Safety  
\_\_\_\_ Opening and Closing Procedures

Shift Five: Open Train #2

Open training (30 min)

\_\_\_\_\_ Work on open checklist tasks

\_\_\_\_\_ Dial in observation and brief espresso training

Try a new drink and pastry from our menu!

Shift Six: Close Train #1

Close Training (4 hours)

\_\_\_\_\_ Work on pre-close and close checklist tasks

\_\_\_\_\_ Practice on bar, when applicable

Try a new drink and pastry from our menu!

Shift Seven: Close Train #2

Close training (4 hours)

\_\_\_\_\_ Work on close checklist tasks

\_\_\_\_\_ Practice on bar, when applicable

Try a new drink and pastry from our menu!

Shift Eight

Bar work (2 hours)

\_\_\_\_\_ Dial in espresso

\_\_\_\_\_ Brew Bar

Try a new drink and pastry from our menu!

Shift Nine:

Bar work (2 hours)

\_\_\_\_\_ Milk Steaming

\_\_\_\_\_ Latte Art

\_\_\_\_\_ Brew Bar (if needed)

Try a new drink and pastry from our menu!

Shift Ten:

Bar work (2 hours)

\_\_\_\_\_ Composed Drink

\_\_\_\_\_ Latte Art

Try a new drink and pastry from our menu!

Cover 102-Care Class: Part 2

Shift 11:

Read and Complete Barista Training Manual

Section 107: \_\_\_\_\_ Barista Certification

Checklist

## 100 LEVEL CLASS TRAINING CHECKLIST

APPRENTICE LEVEL CLASSES: These 100 level classes are to be completed in the first 8 weeks.

- Barista 100: Orientation
- Barista 101: Connection
- Barista 102.1: Care Part 1
- Barista 102.2: Care Part 2
- Barista 103: Milk
- Barista 104: Espresso
- Barista 105: Art/Build, Prerequisite (103: Milk and 104: Espresso)
- Barista 106: Drip
- Barista 107.1: One on One, Prerequisite (101-106)
- Barista 107.2: One on One and Certification test (Prerequisite (101-107.1))

The following checklist was created to prepare new hires for their 100 level classes. Prior to each class attended, baristas are expected to have been introduced to the following concepts.

101: Following 101, baristas are responsible for upholding each of the 6 Steps for every customer. Coaches will monitor their new hires to ensure they are hitting the 100% expectation.

102: Upon completion of 102, baristas should be able to accomplish cleaning tasks on their own as well as handle equipment issues effectively.

103:

Before Class:

- View the video and complete the online quiz
- Introduction to the steam wand and milk towel
- Proper Milk Steaming Steps:
  - Proper pitcher placement and handling
  - Stretch early
  - Incorporate/whirlpool
  - Stop at the proper temperature
- Steps for pouring a latte...
  - Polish before pouring
  - Pour into a tilted cup and into the deepest part of the espresso
  - Fill to lip, touch down
  - Level out while filling
  - Fill all the way up
  - Lift up and draw through with a thin stream

After Class: Baristas must spend time at the bar. The certified barista working on bar can pull shots for them and let them practice pouring hearts.

- Before 105, baristas must steam and pour at least 3 of each size cup.

- 4oz (cortado) \_\_\_ \_\_\_ \_\_\_
- 8oz \_\_\_ \_\_\_ \_\_\_
- 12oz \_\_\_ \_\_\_ \_\_\_
- 16oz \_\_\_ \_\_\_ \_\_\_
- 20oz \_\_\_ \_\_\_ \_\_\_

104:

Before Class: Introduction to the grinder. Locate the dial-in card. Practice the following.

- Adjust the grind
- Adjust the timed dose
- Tamp
- Stop shots according to weight
- Complete 103 and 104 in the Barista Training Manual
- View the video and complete the online quiz.

After Class: Baristas must taste shots regularly and practice dialing in with their coworkers.

- Before 105 practice building 5-10 lattes with good workflow. (Good workflow means filling the milk pitcher while dosing shots and steaming milk while shots pull.)
  - 1\_\_\_ 2\_\_\_ 3\_\_\_ 4\_\_\_ 5\_\_\_ 6\_\_\_ 7\_\_\_ 8\_\_\_ 9\_\_\_ 10\_\_\_

105:

Before Class: Before taking 105, baristas must take both 103 and 104.

- View the video and complete the online quiz

After Class: Baristas must get time to practice and work on the bar in their home cafe. Coaches and Baristas should collaborate together to ensure enough practice, and can get creative! Some creative ways to support bar practice include being scheduled during slower times of day, reserving time in the Learning Lab with an Educator or Master Barista, working a shift at a neighboring cafe that can support with training, or requesting an additional 107.1 with an Educator. However practice time is coordinated, bar practice is crucial and helps give the barista the opportunity to continue to develop their craft and confidence.

- Read through and complete the activities in section 105 of the Training Manual.
- Read through/study the Barista Recipe Guide (also in the Barista Training Manual, section 105)
- Review section 107 of the Training Manual to prepare certification.
- Practice! Each shift, pour at least a few beverages and work with your Team Leader or Master Barista.

106:

Before Class:

- Walk through how to access Coffee Resources (e.g., notification sheets) via the Employee Blog: [https://www.stonecreekcoffee.com/category/team member-blog-2023/team member-blog/training-manuals/](https://www.stonecreekcoffee.com/category/team-member-blog-2023/team-member-blog/training-manuals/)
- Locate the cafe Brew Bar is and note how it is organized (how to refill tins, where the coffee information sheets are, and etc...)
- Baristas must taste C.O.D. when they are in cafe. Prioritize tasting as opposed to “drinking.” There is a lot to taste and consuming entire beverages will be overwhelming for baristas while they are learning to taste coffees. Reference section 106 in the training manual when tasting coffees.
- View the video and complete the online quiz

After Class:

- Baristas must continue to taste espresso, C.O.D., and all the drinks on the menu.
- Baristas must brew a V60 at least twice. Baristas should be observed their first time.
- Baristas may begin brewing V60s for customers.
- Baristas should practice brewing a V60 while they are in cafe when able.

Certification: Prior to Certification a Cafe Coach must ensure all of the following:

- Barista greets every guest will a HELLO and a SMILE
- Barista asks for NAMES every time and uses the guest’s name
- Barista can pour 90% GREEN lattes.
- Barista offers food or takes food order in every transaction
- Barista THANKS all guests
- Barista maintains a CLEAN bar and a CLEAN and STOCKED cafe
- Barista can make two bar beverages in less than 3 minutes.
- Barista has completed every section of their training manual
- Barista knows where to find current espresso dial-in cards (seasonal, GBE, and decaf) and can dial-in each espresso to recipe.
- Barista has dialed in decaf and the seasonal espresso at least once each.

200 LEVEL CLASSES: These classes are offered to those who wish to become Master Baristas. To become a Master Barista, baristas must prepare for the test using the Learning tool in their Paycor account. In addition, baristas must inform their Cafe Coach that they wish to pursue this level of certification. Upon confirmation of interest and eligibility, team leaders will work with the Education Team on the team member’s behalf to schedule the following courses:

- Barista 201: Latte Art Perfection: Review different pours with an Educator. Learn to improve your art with simple techniques that are essential for excellent art.
- Barista 202: Espresso Extraction: Discover and discuss the key variables to exceptional espresso quality. Spend time with a seasonal espresso and calibrate on sweet, clean, and juicy extraction.

- Barista 203: Palate Development- This class is a deep dive on cupping and how to taste coffee. A guided class on how to taste, smell and experience all that coffee has to offer.

PAY AND PERFORMANCE REVIEW DATES WITH CAFE COACH:

- March
- July
- November

100\_IN CAFE ORIENTATION

STONE CREEK COFFEE MISSION STATEMENT

STONE CREEK COFFEE MISSION STATEMENT:

“We are Coffee Geeks, who Never Stop Learning, creating Remarkable Care.”

COFFEE GEEKS

This is who we are. To be a coffee geek is to have an abiding passion for sweet, clean, and juicy coffee. This passion drives deeper learning about coffee, your family, your work, and your play. Being a geek necessarily implies a desire to share and uplift, not to criticize and demean.

NEVER STOP LEARNING

Change and progress requires a willingness and ability to learn. Learning is very important for the development of each person in our company, and our collective learning is what will bring great value and the development of “remarkable care.” We say “everything is iterative” regularly. By that, we mean that we can be absolutely sure of something one day, and be willing to question it the next. The world changes. So must we.

REMARKABLE CARE

We recognize that creating “high-touch” experiences of felt care would be necessary to maintain any long-term competitive advantage in the coffee industry. Beyond that, this is simply the kind of work we want to spend our time doing. We want to create remarkable care. We at Stone Creek do not pride ourselves on our ability to “serve” our customers. We endeavor to show the care that we have for them, care that is a part of who we are as people.



100\_IN CAFE ORIENTATION  
JOB EXPECTATIONS

SCC CORE COMMITMENTS

The Stone Creek Coffee Core Commitments are not just a mission statement that is hung on the wall and never looked at or followed. These Core Commitments should guide us in our work as well as guide the company to continue to be the best we can be. Each week, we will focus on one Core Commitment. This commitment will be emailed to Café Coaches and will appear in the Weekly Recap. It is the expectation that this commitment be discussed every day in café by all baristas.

1. KEEP YOUR COMMITMENTS – Every good commitment has a due date, a clearly defined deliverable, and one person responsible. A good commitment maker will not over-commit and will deliver as committed or will notify their team well in advance if unable to do so.
2. THINK HARD – While working hard is important, it doesn't create change in and of itself. We must be people who do the thinking necessary to improve our work and our environments. "Better" doesn't come by doing more of the same things. "Better" comes through invention of new concepts based on wise interpretation of facts. The pursuit of "remarkable" requires us to think, and to think hard.
3. CLEAN THE CORNERS – Literally, we clean the corners. Details matter. The same attention to detail and care we bring to our coffee is reflected in all of our work. When we are great in the details the big picture will be something extraordinary.
4. CREATE REMARKABLE CARE – The notion of "quality" is nice, but it doesn't provide a tangible benchmark for us to measure ourselves against. Remarkable Care is different. It is measurable deliverable. Every day when we come to work at Stone Creek Coffee our goal should be to create unexpected human connections together and without customers and guests. We call the creation of those connections the creation of "Remarkable Care."
5. TAKE CARE OF YOUR COWORKERS – All of us need help at times. Our company will be best when we go out of our way to take care of each other and ensure a productive, safe, and healthy work environment.
6. BE HERE, PHYSICALLY & MENTALLY – Customers, fellow team members, and the company at large rely on each individual who works here to come to work on time, prepared mentally and physically to execute. When you're on, you're all in. If we fail here, our company will be soft and incapable of accomplishing its goals.
7. PREPARE FOR YOUR WORK - We work with care and thoughtfulness to put ourselves in the best situation to bring success. As much as possible we anticipate barriers to success and work to tear them down.
8. SPEAK UP – Every individual brings a unique perspective to the table. We rely on those perspectives to keep our company as sharp as it needs to be. If team members are unwilling to speak up about problems they see in a constructive manner or be bold about ideas they have, then we will be unable to get better and grow.

9. SPEAK TO THE FUTURE, NOT TO THE PAST – We drop the ball on occasion. Everyone messes up. Everyone fails. The important thing in these situations is the response. When we fail we will speak to what will be done differently in the future. We will not merely recap and make excuses for what happened. We will not make a mistake twice.

10. BE A HERO, FIND A HERO – We don't want to be merely "ok" or "better than the next company." We want to be extraordinary, and we want to celebrate people doing extraordinary things. We go the extra mile, even when nobody's watching, and we take time to recognize when we see the hero in others.

11. TAKE RISKS – Nothing truly amazing has ever been done without some degree of risk. With risk-taking comes learning. We will constantly try new things in effort to get better; if those don't work, then we'll try something else.

12. BE URGENT TO THE CUSTOMER – Without the customer there is no company, no coffee, and no jobs. Therefore, we will drop whatever we are doing to ensure the customer experiences Remarkable Care and comes back tomorrow.

13. NEVER STOP LEARNING – If you're not growing, then you're dying. If we stop learning, then we will stagnate while the rest of the coffee world passes us by. Learning is very important for the development of each person in our company, and the collective learning is what will bring great value and the development of Remarkable Care.

#### ROLE DESCRIPTIONS AND PAY AND PERFORMANCE REVIEWS

The following role descriptions are used to bring clarity to your role. During your Pay and Performance Review, your Cafe Coach will use your role description to assess your performance. All roles at Stone Creek Coffee are reviewed based on how well they fulfill their role description.

#### ROLE DESCRIPTION: BARISTA

Role Mentor: Cafe Coach

Role Location: Varies

The Barista role exists as the main executor of a customer experience that exemplifies Remarkable Care. Baristas work in tandem with their coworkers and Team Leaders to build a cafe culture of excellence, positivity, and urgency to the customer.

Metric of Focus:

FANS WON – Baristas work to blow new customers away. In everything from urgency to the customer, to the beverage and environment quality, the main focus of Baristas should be to win new fans for Stone Creek Coffee.

Role Aspects:

- CONNECTING WITH CUSTOMERS – Warmly greets every customer upon their entrance to the cafe. Builds connections with our customers by learning and using their names during every

interaction. Endeavors to treat all guests with the same care and attention we would devote to our close friends and family.

- OFFERING SOLUTIONS – Genuinely offers product recommendations as needed and offers every customer a food option. Informs every customer about benefits and programs available to them, including Gift Card Give Back, loyalty cards, and seasonal promotions.
- COFFEE GEEKERY – Prepares beautiful beverages at the quality level expected of a certified barista. We call that a “Green Drink.” Loves coffee, possesses contagious passion around it, and explores it deeper of their own volition.
- CLEAN SPACE – Uses the systems developed for their cafe to keep everything neat, clean and beautifully stocked with fresh products. In every area of the cafe, from the front door to the restrooms, they maintain a space that is stocked and very clean.
- APPRECIATION – Warmly and audibly thanks every customer at least once during every interaction.

## RESOURCES & SUPPORT IN YOUR ROLE

Stone Creek Coffee is made up of teams full of people! For Cafe teams, Baristas are supported and guided by their Cafe Coach(es). Some cafe teams are led by one Lead or Master Cafe Coach, while others may be led by a Lead Coach and a supporting Co-Coach. Baristas report to their Cafe Coach, and are expected to communicate and collaborate regularly in support of positive performance and continuous learning.

Cafe Coaches report to their Master Cafe Coach or the Director of Retail. Master Cafe Coach roles exist to coach and guide Apprentice and Scholar Coaches as well as their teams! Your MCC is a great resource for you, and is always eager to partner with you and your Team Leader in supporting and growing your cafe.

SCC’s Teams & People (T&P) team, which includes our talented Employee Care team, exists as an additional resource for all SCC teams. T&P is made up of a small group of folks who prioritize team health, safety, goals and growth when drafting or auditing policies, processes, company communication, etc. T&P also provides several HR functions, from benefits administration to individual support needs such as FMLA agreements and workplace accommodations. You’re encouraged to reach out to T&P by emailing [teams@stonecreekcoffee.com](mailto:teams@stonecreekcoffee.com) any time you have an idea, question, or concern about your work! When reaching out, you can expect to hear back from one or more of the following T&P team members; Rachel Perik (Director of Employee Care), Celeste Mitschke (Employee Care Specialist), Hailey Barsch (Director of Bakery), Karen Strange (Director of Retail), Drew Pond (Director of Development), and Eric Resch (Managing Director).

### ROLE DESCRIPTION: CAFE COACH

Role Mentor: Master Cafe Coach

Role Location: Varies

The Cafe Coach role exists as the main administrative presence in the Stone Creek Coffee Cafes. Cafe Coaches are to work in tandem with team members to ensure every person coming into an SCC cafe receives an experience that exemplifies Remarkable Care.

Metric of Focus:

CUSTOMER COUNT - The most notable way a Cafe Coach will impact the success of Stone Creek Coffee is to take care of existing company fans and to win new ones. Though the 9 Aspects of the cafe Coach role should impact other metrics, their main focus should be the growth of their specific café's customer count.

Role Aspects:

- CONNECTING WITH CUSTOMERS – Ensures every customer is greeted. Builds connections with our customers by learning and using their names during every interaction. Endeavors to treat all of our guests with the same care and attention we would devote to our close friends and family.
- OFFERING SOLUTIONS – Coaches their team to ensure product recommendations are given and food options are offered. Informs every customer about benefits and programs available to them, including Gift Card Give Back, Loyalty cards, and seasonal promotions.
- COFFEE GEEKERY – Prepares beautiful beverages at the quality level expected of a certified barista. We call that a “Green Drink.” Loves coffee, possesses contagious passion around it, and explores it deeper of their own volition. Ensures team on floor is capable to deliver green drinks in a speedy fashion.
- CLEAN SPACE – Uses the systems developed (and develops systems as necessary) for their cafe to keep everything neat, clean and beautifully stocked with fresh products. In every area of the cafe, from the front door to the restrooms, they maintain a space that is stocked and very clean.
- APPRECIATION – Works with their team to make sure that every customer is thanked audibly and warmly at least once during every interaction.

Leader Role Aspects:

- HANDLING DIFFICULT CONVERSATIONS – Is able and willing to have difficult conversations about performance, compensation, workplace dynamics, and etc. with clarity and professionalism. This includes proactively addressing performance concerns and providing clear assessments of their team members.
- KEEPING & CAPTURING COMMITMENTS – Is an example of quality commitment capturing, making, and keeping. Always keeps their commitments or will communicate in advance with an updated plan if unable to keep a commitment.
- GIVING FEEDBACK & BUILDING GROWTH PLANS – Is able to craft development plans for their specific team members and for their team as a whole. Provides regular, specific feedback to their team members pertaining to their work quality, personal growth, and potential path through daily interactions and formal performance reviews. Tracks growth goals and outcomes for their team members in Asana.
- BUDGET & METRIC TRACKING – Has an active, clear understanding of the team's financial success or struggles including performance with respect to the team's budget lines, and uses this understanding to craft plans for adjusting behaviors and priorities to improve performance to their metrics.

EXAMPLES OF BARISTA EXPECTATIONS

- It is expected that you will complete all tasks including those on the shift, daily & weekly checklists and project lists with a sense of personal responsibility and initiative.
- Cafe Coaches are not expected to be task masters, their job exists to support and help their coworkers, not to monitor them.
- It is expected that you will look to the checklist to find something to clean or complete other store projects. It is not appropriate to study, read, or use your phone at any time other than your scheduled break.
- We expect that as a team member of Stone Creek Coffee you will arrive to work with enough time to be behind the counter and ready to work by the time your scheduled shift starts. Five minutes 'courtesy time' is expected.
- It is expected that all Stone Creek Coffee team members will use the quality guidelines detailed in this manual & learned during training when preparing espresso drinks and brewing coffee. Only the absolute best beverages and beans will be served. Please bring any questions about product quality to your Cafe Coach and/or a Master Barista.
- In addition to the best quality product, we strive to offer the best quality service there is. Courteous, efficient, high quality service is expected. Every Stone Creek team member will strive to Create Remarkable Care.
- After training, it is expected that team members can describe and make all of our drinks and accurately describe whole bean coffees to customers and one another.
- It is expected that in cafe coffee literature and drink recipes be used until a team member is confident in their bean knowledge and drink making skills.
- We expect a willingness to continually grow in coffee knowledge. #NeverStopLearning
- It is expected that team members are open to change and willing to implement new ideas. We hope you will always be open to giving feedback and suggestions regarding any changes. #TakeRisks & #SpeakUp
- It is expected that you will not let outside problems affect how you treat your co-workers or our customers.
- We invite you to bring your individuality to our customers and teams.
- It is expected that the guidelines used in operating the cafe are fair and equal to all team members. All policies and procedures listed are intended to maintain a healthy environment for all team members.
- It is expected that team members show a regular willingness to help their Cafe Coaches and coworkers. You must be competent, confident, tactful and friendly.
- The customer always takes priority over all other activities including daily checklist activities. All customers should be greeted immediately upon entering the cafe. Please ensure urgency to all customers: this means we drop what we are doing to attend the customer right away.
- While serving customers, you must move about the cafe space and accomplish tasks with a sense of purpose to finish the transaction in a timely manner.
- Never carry on a conversation with a coworker while serving a customer or instead of serving a customer.
- Friends and co-workers who visit the store should not "hang out" by the counter.
- It is expected that team members will learn how to resolve problems with customers and reach out to their team leader in the event further guidance is needed. See "No Clear Answer Guide" and the "Handling Difficult Customers" video in Paycor's Learning Management Portal as applicable resources to

support comfortability managing various customer interactions. Team members should reach out to their Cafe Coach if ever they have a question as to how to handle a customer interaction. Each cafe has a “Customer Code of Conduct” hung in their customer space. Customers are expected to abide by these guidelines. If any customer behavior does not follow these commitments, team members may ask a customer to leave and fill out an incident report documenting the occurrence. Additionally, if a customer interaction ever feels difficult or uncomfortable, team members are encouraged to complete an Incident Report via the QR code found in their backroom documenting the occurrence so that Teams & People can support as appropriate.

- Team members should be knowledgeable about our coffees, drinks and company and should be excited to share this information with our customers.
- While in SCC cafes, you should conduct yourself in a way that is representative of our Core Commitments.
- A ‘free latte’ card should be distributed to encourage a customer to return to Stone Creek Coffee when they have not received an ideal experience. When possible, remedy the situation immediately.
- It is expected that our team members show genuine respect towards their Café Coaches, Company Leaders, coworkers, customers and environment. It is expected that team members respect all of our guidelines by following them and speaking directly to their Coach if they have concerns.

## 100\_IN CAFE ORIENTATION

### JOB EXPECTATIONS: THE SIX STEPS

#### THE SIX STEPS

1. GREETING: Greet the customer upon entrance at least once
2. NAME: Ask for and/or use the customer’s name
3. FOOD INTERACTION: Offer food and/or interact about food with the customer
4. GREEN DRINK: Serve a “GREEN” drink prepared to customer specifications and SCC standards
5. THANKS: Thank the customer at drink hand-off at least once
6. CLEAN SPACE: Keep a remarkably clean and beautiful space inside & out

The six steps are opportunities for us to provide remarkable care to our customers in three ways. Three of our six steps are used to connect with customers and show appreciation (Hello, Name, and Thanks). One step gives us an opportunity to offer solutions (Food Interaction) such as offering our Gift Card Give Backs, and other Promos, and the last one allows us to create an environment that is clean and well merchandised (Clean Space).

#### HELLO

A greeting is required for all guests. Every customer should receive a warm welcome upon entering the cafe, before they reach the register. This step initiates a connection between you and the

customer. If there are multiple team members working, it is better for a guest to be greeted by every team member rather than just one.

- A great greeting will include a smile, a verbal welcome, and eye contact.
- In the case that you are working alone (as your coworker is elsewhere at the moment) and you are with another customer when someone walks in, do your best to quickly break your current interaction in order to offer a verbal or visible greeting to your new guest.
- It is not okay for a customer to go unnoticed.

## NAME

At Stone Creek Coffee, we work hard to learn about our customers and have genuine interactions with them. To improve our interactions, we work to use a customer's name whenever we can. This step reinforces our connection.

- When we do not know a customer's name, we will ask for it and make a point to record it on their cup/pastry item.
  - "May I get your name for that?"
  - "I've never met you before. My name is \_\_\_\_\_, what is yours?"
  - "Could I have your name for your drink?" "Thank you Susan! My name is \_\_\_\_\_. It's so nice to meet you."
  - Once we have learned a customer's name, we will use it during the time we spend with them and when we call out their drink or pastry order.
  - "Sounds great Susan! Your drink will be ready for you next to the bar."
  - Names will also be recorded on any pastry order that needs to be toasted. It is not okay to call out a toasted pastry order without the customer's name.
  - Be sure to get names for coffee bean purchases too - when we're grinding coffee for a customer, we need to be able to call out their name once grinding is complete.

## 100\_IN CAFE ORIENTATION JOB EXPECTATIONS

When serving a drink, we will work to face the customer's name toward them so that they can see that the drink is theirs.

## FOOD INTERACTION

Stone Creek Bakery offers some excellent bakery choices for our customers, so naturally, we wouldn't want our guests to miss out on the opportunity to order bakery. Giving the customer a moment to assess our bakery case (and their tummies) is one way we show them that they have our undivided attention and care. During all interactions, we work to be sure that our customers' eating needs have been addressed. Every register interaction must include a food interaction.

- This includes offering a snack, breakfast, or bakery.
- If a customer orders bakery without our need to ask, we do not need to ask them again.
- Instead, you may remark on their choice: "Morning buns are my favorite too!" OR "The

blueberry muffin goes perfectly with your cup of Cream City this morning.”

- If a customer requests a particular food that we are now out of, it will not be a green food interaction if an alternative choice is not offered and a sincere apology is not given.
- Saying “Anything else?” is not a food interaction.

In addition to food interactions there will be numerous times during the year that a Stone Creek Coffee is offering a promotion, whether it be a Gift Card Give Back or anything else. In the event of a promotion, we want all guests to be able to take advantage of such a promotion, and we will always offer it to every guest while the promotion is available. See the Gift Card Give Back section of your training manual for how to have great GCGB interactions with our customers.

### GREEN DRINK

At Stone Creek Coffee we work toward Remarkable Care in all we do, and especially when it comes to the cup. Our passion for coffee should be what drives us to serve the best possible cup, and that is why we hold ourselves accountable to our RED/GREEN standards for taste and beauty.

- All V60s must be made to recipe and brew time specs. A brew bar ordered must be sweet, clean, and juicy. If we run into an issue, make a mistake, or notice something wrong with a V60, we must remake it for our guests.
- Drip coffee will be sweet, clean, and juicy if all of the parameters are met for brew and our brewer is functioning properly. If we notice that there are grounds in the coffee, we used the wrong batch size to brew our grounds, the coffee tastes off, or our coffee has gone past one and a half hours, then we will urgently remake our drip coffee.
- If we are serving an espresso beverage, and we know our espresso is not to standards, we will always re-pull our shots rather than serving them.
- When serving espresso and milk beverages, we will hold our latte art standards high and pour latte art that is GREEN.
  - GREEN art is/has...
    - Good contrast
    - Really big, filling the surface of the latte
    - Excellent microfoam
    - Evenly distributed/Centered
    - Intentional, pour with purpose/beautiful

Finally, in all beverages we serve, we will offer the best possible drink, made to Stone Creek Coffee standards.

### THANK YOU

As an ambassador for Stone Creek Coffee, you are our voice and face. Because of your hard work winning fans, we have fans who support our green coffee purchases, labor dollars, brewing equipment, and etc... There is much for us to appreciate, and so it is essential that all drink or food hand-offs, we will thank our guests. This is the final step to closing the connection between you and the guest, ensuring a remarkable experience and a true connection.



## CLEAN SPACE

If Remarkable Care is our goal in all we do, then we have to pay attention to the details. It's in the little things that we can win, and if our message to the customer is care, even in the little things, then how much more will they trust us with their time, their drinks, and their food?

Keeping a clean space does mean that we work hard, we clean the corners, and we focus on our tidiness while we serve GREEN drinks. So we will be sure that our customer areas are ready for our customers at all times. Entrance and Cafe Exterior areas will be clutter free, without trash, and free of grime and salt, spills, and cigarette butts

- Register and hand off planes will be stocked, organized, clutter free, trash free, free of grime, dust, spills, and dirty dishes.
- Bus bin areas, where applicable, must be frequently emptied and cleaned during shifts
- Condiment counters will be stocked and organized, clutter free, without trash trash, grime, dust, syrup, sugar, milk spills, or dirty dishes
- Bathrooms will be stocked and organized, clutter free, free of trash, without grime, dust, urine, dirty floor corners, soap scum, or scummy sinks/toilets.
- Displays will stay stocked and organized according to planograms, clutter free, trash free, free of dust and grime on the shelves, counters, and surrounding floors. Displays must be regularly faced and reset throughout the day.
- Use hourly fly-bys to keep an eye on each of these spaces. Bring either a cloth or a broom with you when you walk out into the cafe space, at least once hourly.

Cafe spaces are beautiful when they are clean *and* when they are fully merchandised. Empty shelves and missing products prevent customers from taking advantage of all we have to offer, and don't present our space remarkably well. Be sure that as you clean and dust, you help your team keep shelves full stocked as well.

Throughout your training manual, you will see sections of the Cafe Assessment Rubric. This rubric is used to constructively assess your cafe's performance according to the six steps, and to help provide clear coaching and support to close gaps.

## *100\_IN CAFE ORIENTATION* *POLICIES, PROCEDURES, & BENEFITS*

The policies, procedures and benefits described in this training manual are summary descriptions and are neither intended to be all-encompassing, nor applicable in every situation. Please refer to the Employee Handbook for annual updates and further information. Stone Creek Coffee retains the right to modify or terminate any of the policies or benefits described in this manual, and new policies may be added at any time. This information and the policies contained in it are not intended to create a contract of employment. Both you and Stone Creek Coffee have the right to terminate the employment relationship with or without prior notice or cause.

#### DRUG AND ALCOHOL POLICY

It is the policy of Stone Creek Coffee that all team members are prohibited from using and possessing illegal substances, on or off Stone Creek property. If warranted, we reserve the right to implement drug testing among our team members. Drug testing may occur if a team member is suspected of being under the influence of drugs while on Stone Creek Coffee premises, or if involved in a work-related accident. Team Leaders are required to report breaches of this policy to the Teams & People Team (teams@stonecreekcoffee.com).

Team members found in possession of illegal substances while on Stone Creek Coffee property risk immediate termination. Team members under the influence of drugs or alcohol while on the clock, serving customers or while behind the counter may be subject to termination. In addition, team members under the influence of excessive alcohol in attendance of any company event may also be subject to termination. Underage drinking at company events is not allowed and may lead to termination.

#### RETAIL DRESS CODE

It is the intention of our Retail Dress Code to allow for the expression of personal stylistic preferences while providing boundaries of exemplifying a coffee professional in all aspects of our company.

Those members of the Stone Creek Coffee Team who daily serve customers face to face should strive to present themselves in such a way as to positively represent themselves and the entire company. Baristas are expected to be intentional with their dress and self-preparation before coming to work.

Please operate creatively within the guidelines stated below, always seeking to provide the best possible customer experience and exemplify what it means to be a coffee professional. Baristas showing a flippant attitude toward personal appearance and wearing items outside of the Stone Creek Coffee dress code may be asked to change at the discretion of their Cafe Coach or any member of the Factory team.

#### **Acceptable Apparel (SCC Apparel is highly encouraged)**

- Tops
  - Absolutely no graphics or text (brand names, graphic or screen printed tees) except well-fitting SCC tops.
  - Only well-fitting SCC t-shirts or a plain, unfaded, nice-fitting solid colored t-shirt (white undershirts are not permitted).
  - Collared shirts encouraged (any solid color or pattern).
  - Button-ups encouraged (must be at least partially buttoned (any solid color or pattern).
  - Henleys (any solid color or pattern).
  - Well-fitting collarless tops or blouses (any solid color or pattern).
  - Well-fitting sweaters (any solid color or pattern). Sweaters with excessively long or baggy arms pose safety risks and are not permitted.
  - Well-fitting solid color zip-up cardigans and jackets (blazers, track-style jackets etc) are permitted (No hoods. Must be at least partially zipped, absolutely no graphics, text, or

branding unless SCC).

- No hoodies (except zipped-up SCC hoodies, any color, hoods may not be worn up).
  - Tops must have sleeves covering underarms and must adequately cover cleavage and midriff.
  - Dresses (any solid color or pattern, must reach 3” above the top of the knee).
  - All tops should befit a Coffee Professional, be well-fitting and contain no graphics, rips, holes, or tears.
- Bottoms
    - Well-fitting jeans (any color, no rips, holes, or tears).
    - Well-fitting pants (any color, no rips, holes, or tears).
    - Well-fitting overalls. (any color, no rips, holes, or tears. Overall shorts or “shorteralls” must reach no more than 5” above the top of the knee).
    - Rompers or jumpsuits (any color, no rips, holes, or tears. Rompers must reach no more than 5” above the top of the knee).
    - Skirts (any color, length must reach 3” above the top of the knee).
    - Solid color shorts (no rips, holes, or tears, the length must reach no more than 5” above the top of the knee).
    - Encouraged (denim, chino, linen, and canvas shorts with finished edges).
    - No cargo shorts, cut-offs, or gym shorts (sweats, yoga, bicycle, etc).
    - No sweat pants, yoga pants, or cargo pants (this includes SCC branded sweats and joggers).
    - No leggings unless worn in tandem with pants, shorts, skirts, or dresses.
    - All bottoms must be well-fitting and contain no graphics, rips, holes, or tears.
    - Baristas should take care to wear clothing ensuring no socially-unacceptable exposure, including such exposures as are commonly attributed to members of the plumbing occupation.
  - Accessories
    - Ties (encouraged).
    - Vests (any solid color or pattern).
    - Jewelry.
    - Hats (SCC hats encouraged) must be solid color (stocking and baseball-style hats are acceptable).
    - No graphics, text, or branding (unless SCC); no rips, holes, or tears.
    - Hair should be handled intentionally, please avoid coming to work with “bed-head.”
    - Hair long enough to be tied back must be tied back.
    - Visible tattoos are permissible as long as they do not portray potentially offensive material.
    - Piercings are permissible.
    - Footwear must be closed-toed and socks must be worn at all times.
    - Securely fastened Stone Creek-branded buttons or pins are welcome. Buttons or pins that express personal identity are welcome. Pins that advocate a political or religious issue, and/or communicate superiority or inferiority of any group or individual, are not permitted.
    - Any type of fake nails or fake nail tips are not permitted, as these could fall off and into drinks, beans or food. This is a requirement of the WI Department of Health Code Section 2-302.11. If a team member arrives to work with fake nails, they must wear intact gloves

- in good repair while they are working.
- Nail polish is permitted; however polished nails must be neat and well-maintained (no chips).
  - Please refrain from wearing scented hand lotions and strong perfumes/colognes. Adding scents beyond the natural aromas of coffee will take away the coffee experience we want to provide to our customers.

Stone Creek Coffee branded aprons must be worn around the neck at all times when working behind the counter. Aprons must be kept clean and wrinkle-free. Team members are expected to regularly launder their personal apron.

Example of “Acceptable” Apron Wear:



Example of “Not Acceptable” Tops:



Example of “Acceptable” Tops:



## *100\_IN CAFE ORIENTATION POLICIES, PROCEDURES, & BENEFITS*

### PAYCOR SCHEDULING

When you are hired, you will be signed up for Paycor by Employee Care. We use Paycor for online scheduling. You will be able to view your schedule through the Paycor App on your phone.

### TAKING SHIFT BREAKS

During onboarding you will fill out a Meal Break Preference Form. This will give your Coaches the opportunity to schedule you according to your preferred break system. At SCC, we offer breaks accordingly:

- 4 hours or less: one 10 minute paid break
- 4 - 6 hours: two 10 minute paid breaks
- 6 hours or more: two 10 minute paid breaks with an optional, unpaid 30-minute meal

Breaks are to be scheduled by Cafe Coaches during slow times or times of coverage. It is expected that you take your paid 10 minute breaks. You will have the opportunity to opt in or out of the unpaid 30 minute break. Team members under the age of 18 will be given a 30 minute unpaid meal break if working more than 6 hours consecutively. If you feel you are unable to take a break when you need it, your Cafe Coach will be happy to support you in helping you get the time you need. Never hesitate to #SpeakUp.

Restroom breaks are to be taken before beginning your shift and on breaks. If there is an emergency, you are welcome to use the restroom off the scheduled break. #PrepareForYourWork. In a scenario when a barista needs to use the restroom but they are the only one available to take care of customers or make drinks, they are expected to inform their customers that they need to take a quick break, but they will return as soon as possible. It is not appropriate to “hold it” if a restroom break is necessary. Simply inform the customer, “I need to step away for a moment, I’ll be right back.”

### SCHEDULING

Stone Creek Coffee cafes operate with a schedule built to meet the needs of the business. Staffing levels are based off of customer counts and hourly sales data. These schedule structures change based on cafe needs. Your Cafe Coach will inform you of schedule changes. Be sure to check the schedule each week to note changes.

- It is the barista’s responsibility to sign into Paycor to finish registering before their first scheduled shift.
- Work schedules run Monday through Sunday. Schedules will be posted on Paycor by 3pm each Monday three weeks out (21 days in advance).

- A minimum of 2 shifts per week (12 hours) is required to be on a standing schedule.
- You must inform your Coach of availability changes 21 days in advance so that your Coach can update Paycor and ensure that you are scheduled appropriately.
- In Paycor, team members are able to view their schedule, pick up shifts, swap shifts, etc.
  - Team members are welcome to make arrangements to swap shifts with other team members should a conflict arise.
  - Please note that any shift changes or swaps must be approved by your Team Leader before the shift occurs.
- Team members are required to fill out an Employee Availability Form at any point their availability changes.
  - This will help inform your Coach of your preferred schedule and hours.
  - In the case that the needs of the Cafe are different from your preference, you will meet with your Coach to discuss the variance.
- Schedule change requests must be submitted to your Cafe Coach using the Employee Availability Form a minimum of 21 days in advance.
  - It is helpful for Coaches to receive this information as soon as possible to help in planning schedules and for hiring.
  - Whenever possible, keep your Coach informed on your plans.
  - Any major schedule changes should be given to your Cafe Coach in writing at least three weeks before the scheduled event.
  - Extraordinary requests, such as taking an extended vacation, should be shared with your Team Leader ASAP so that they can plan alternative coverage and support proactively.
    - Any absence longer than 3 weeks (21 days) must be approved by Teams & People.
- You are responsible for the shifts you are scheduled for. If you need to switch, it is your responsibility to find a replacement.
  - Your Cafe Coach is available as a resource, but is not responsible for coordinating your swap.
  - Once the switched or covered shift is filled, the Cafe Coach must be made aware of and approve of the switch ASAP
  - Shifts must always be accurately reflected in the Paycor schedule.

#### VISITING “HERO” BARISTA PAY

When a barista picks up an unassigned published shift or a shift that has opened up due to a call out at their cafe or another cafe, \$2 per hour of “Hero Pay” will be added to their base wage during that shift. Hero shifts can only be offered and approved by team leaders. As a reminder, any swaps coordinated directly with team members are not considered hero shifts.

For hero shifts accepted on Holidays or that may put a team member into overtime, the higher

rate of the two rates is given (eg. 1.5 times base pay for overtime rather than an additional \$2 per hour). Hero pay and holiday or overtime pay do not compound.

#### ATTENDANCE

Stone Creek Coffee's successful operation depends on the regular attendance of each team member. Each team member has an important job and is expected to be reliable and punctual in reporting for scheduled work. Unscheduled absenteeism and tardiness, whatever their causes are disruptive and place a burden on coaches, fellow team members, and customers. It also makes it difficult to operate efficiently which negatively impacts team operational and financial health.

#### UNFORESEEN ABSENCES

Four or more unexcused unforeseen absences, or 10 total absences, in six months or six unexcused unforeseen absences a year will result in the termination of the team member's employment with SCC. An unforeseen absence is any time a team member is unable to present to a shift on time, so long as the shift was scheduled within their availability. The only exception would be if a team member was able to provide at least six hours of notice for medical reasons, and/or a Doctor's Note.

Any late clock-in that is later than 15 minutes after a scheduled clock-in time would be considered an unforeseen absence and will be counted against their attendance record. In the same way, if a team member needs to leave early from their shift, without arranging coverage or being excused by their team leader, their absence will also qualify as an unforeseen absence.

#### NO CALL, NO SHOW

"No Call, No Show" refers to any situation, with the exception of documented emergencies, where a team member does not present to work or does not notify of their intended absence for a published scheduled shift prior to the shift in question. Any instance of one or more NCNS is considered grounds for performance management, up to and including termination.

In the event a team member No Call, No Shows to their scheduled shift and their Team Leader and/or a representative of the Teams & People Team is unable to reach them for at least 24 hours, the team member's emergency contact(s) may be called to ensure the safety of the team member.

In instances of three consecutive no call, no shows to published scheduled shift, team members will be considered to have voluntarily terminated their employment with SCC effective immediately. All future shifts will be removed from the schedule and team member offboarding will begin. All future communications between SCC and the team member will be handled via the Teams & People Team.

Time off requests (paid or unpaid) need to be submitted and approved with 21 days advance notice as per the team-specific process. If a team member needs to call out due to sickness please see our sick time policy for call out procedures.



#### CALL OUT

If you are sick you will need to text and/or call your Cafe Coach to inform them that you are sick and will be using paid sick time to cover your scheduled shift. If no one answers when you call, leave a voicemail, make sure to leave the following information: your name, date/time of your published-scheduled missed shift. SCC requests that team members provide a minimum of 6 hrs notice prior to scheduled shift start so that teams can prepare to have someone fill in. The call must be placed prior to your shift start time otherwise it will be considered a no call, no show.

#### OVERTIME PAY

Hourly team members who work more than forty hours per week are eligible for overtime pay. Overtime will be paid at 1.5 times your normal hourly rate. Your Cafe Coach must get overtime approved before beginning to work any hours above 40. Your Cafe Coach will never schedule you for over 40 hours without approval. It is your responsibility if you are picking up shifts at other cafés to keep track of your hours prior to accepting the shifts.

#### HOLIDAYS

Stone Creek Coffee Cafes are closed Thanksgiving and Christmas Day. If you are scheduled to work any of the following days, you will be paid at 2 times your normal hourly rate:

- New Year's Day
- Easter
- Memorial Day
- Fourth of July
- Labor Day
- Black Friday
- Christmas Eve
- New Years Eve

#### EMPLOYMENT STATUS

Part time hourly team members averaging more than 35 hours per week for three months, who are in good standing, that is to say, not on a performance improvement plan, and who are willing to commit to working 35 hours consistently, are eligible to be converted to full time hourly status and corresponding benefits.

Team members who believe they are eligible should contact their Cafe Coach to discuss this option as it would require a commitment from both the team member and the business to consistently schedule the team member more than 35 hours. If after speaking with your Cafe Coach, questions regarding employment status or how to obtain necessary hours to become eligible for full time hourly status persist, please contact [teams@stonecreekcoffee.com](mailto:teams@stonecreekcoffee.com) and a member of Teams & People will reach out to schedule a discussion.

#### INSURANCE

Part-time hourly team members averaging 30 hours per week, for two consecutive months, are eligible for the company health insurance plan. Please track your schedule and hours in order to recognize when you will become eligible for Insurance. Employee Care will be able to help you sign up for our insurance program. In order to maintain health insurance eligibility team members must maintain an average of 30 hours worked per week. If a part-time hourly team member enrolled in Health Insurance Benefits falls below 30 hours per week average they will be contacted by Employee Care to discuss next steps.

All full-time team members and any part-time team member that works an average of 30 or more hours a week have three opportunities to sign up for the insurance package: 60 days after their receipt of Full-Time status, during open enrollment, or upon a Qualifying Event. Please review the Employee Handbook for more information. Your current benefits status can be accessed in Paycor under your profile. If you have any questions regarding insurance, please contact the Employee Care Team and/or Director of Finance.

#### PET INSURANCE

Stone Creek Coffee also offers discounted insurance coverage options for its employee's furry family members through Wishbone Pet Insurance Solutions! Your four-legged loved ones are part of your family and as such, Stone Creek Coffee has endeavored to provide an opportunity to partner with you to remarkably care for them as well. Employee paid-insurance premiums are to be paid monthly and will vary per pet based on type, breed, and age.

All employees at Stone Creek Coffee, regardless of part-time or full-time status, are eligible and may choose to enroll at any time via the self service portal ([wishboneinsurance.com/stonecreekcoffee.com](http://wishboneinsurance.com/stonecreekcoffee.com)). The employer's group discount is reflected in the quotes provided during the enrollment process.

Employees may choose to continue coverage and retain premium payment responsibility upon departure from Stone Creek Coffee at their own discretion.

Employees interested in enrolling should reach out to Teams & People ([teams@stonecreekcoffee.com](mailto:teams@stonecreekcoffee.com)) for enrollment materials.

#### PAID TIME OFF (PTO)

Stone Creek Coffee offers PTO benefits to both part-time and full-time (35+ hours per week) team members. To be eligible for PTO Benefits, you must be on a standing schedule. Seasonal team members are not eligible for PTO Benefits. The PTO Benefit is a "use it or lose it" policy. If you don't use granted vacation within the year it is granted, you will lose the benefit. PTO benefits are awarded only at your annual anniversary of employment. The only exception is the 3 month PTO benefit for full-time team members. Upon involuntary termination of employment PTO and PTO payout is forfeited.

PTO days must be requested via Paycor. Once a request is made, your Cafe Coach will be notified for approval. PTO for 1-3 consecutive days should be requested 4 weeks in advance. PTO requests

for 4-9 consecutive days should be requested a minimum of 6 weeks in advance. PTO requests for more than 10 consecutive days should be requested a minimum of 8 weeks in advance. PTO cannot be used if the time is not available, requested and approved by your Team Leader via Paycor.

If your bank of PTO hours looks inaccurate in Paycor, please reach out to the Employee Care Team for support. In the event a team member's PTO renewal date, their anniversary of hire, overlaps a pay period in which they took PTO, it is possible that hours will need to be adjusted. Our Employee Care Team, Celeste Mitschke and Rachel Perik, are ready to support reviewing as needed!

### CAFE MEETINGS

Part of what we do at Stone Creek Coffee is share perspectives together with the goal of learning and evolving. One of the formats that we use to do this is by hosting team and/or company wide meetings, such as our Never Stop Learning Workshops. Because we believe we do the best learning with many perspectives represented and also strive to streamline communication, ensuring all team members have the tools and information necessary to be successful in their role, attendance for these meetings is required. These will be scheduled three weeks in advance and will appear on your Paycor schedule. In the event a meeting is scheduled outside of your regular availability, please reach out to your Cafe Coach to discuss.

### EMPLOYEE DISCOUNTS

Taking free coffee when you are not working, drinking more than one non-coffee based beverages without paying, or giving away items is stealing and grounds for immediate termination. Be sure you clearly understand the discounts available to SCC team members, and ask your Team Leader when you have questions!

- Full-time team members (35+ hours per week): One free pound of coffee every week, re-using a bag or container is encouraged (occasionally some coffees are exempt).
- Part-time team members (less than 35 hours per week): One free half pound of coffee, re-using a bag or container is encouraged (occasionally some coffees are exempt). This coffee privilege does not carry over or accumulate from week to week.
- Free barista-made beverages from one-half hour before your shift through the end of your shift when a team member uses an in-store mug or travel mug. (Limit of one free non-coffee based beverage per shift.)
- All team members are entitled to one complementary alternative milk, coffee-based beverage, or one other barista-made beverage of choice while they are on shift. Additional alternative milk beverages while on shift will require the team member to pay for the alternative milk.
- Shift drinks are non-transferable and cannot be 'given' to a non-team member during your shift.
- Members of the Factory Office team can receive a free coffee/milk based beverages when visiting a store immediately following the end of their shift. For any team member, including factory, owner, etc., their own mug must be used. Any beverage purchased by an team member in a paper cup must pay full price, with 40% discount.
- PM Delivery Drivers are entitled to complimentary coffee based beverages any time

and day of the week.

#### 40% DISCOUNTS

- Almond/Oat Milk – This includes making coffee based beverages with these milk alternatives.
- Non-Espresso Bar/Milk Beverages - Juice, tea (including Chai and Matcha), bottled beverages, smoothies or any other beverage without coffee/espresso.
- Pastries and other food items.
- Hardware and accessory items.
- When you are in the cafés and not working, 40% off all above items. Family and friends do not receive a 40% discount if they visit while you are working or by themselves.

#### CUSTOMER DISCOUNTS

- \$0.25 discounts are given on any drink when a customer uses their own cup (any cup) or re-uses a tray for two or more beverages.
- Customers receive a discount for bringing back their coffee bag and refilling. A \$0.50 discount for the 1lb bag and a \$1.00 discount for the 5lb bag should be applied. Multiple bags cannot be combined for the discount unless all the bags are being refilled.
- Free 12oz latte (or a coffee based drink of equal or lesser value) with the purchase of 1lb or more of whole bean coffee. Must be redeemed at the time of bean purchase.
- Free coffee based drink with the purchase of one of our travel mugs (only if using the mug to get the drink in).
- Free drip coffee to suppliers, delivery drivers, etc.

#### DRIP COFFEE REFILL POLICY

One free in cafe drip coffee refill is available to customers. There is a small charge for a refill after the first free refill (\$1.00). Customers must pay full price (minus \$0.25 if in same cup) for a refill after they have left the café. Iced tea and Cold Brew beverages do not include a free refill. We do offer free refills of hot water for tea bag infusion.

#### MAIL ORDER COFFEE AND MERCHANDISE

Mail order coffee and merchandise is available through E-Commerce on our web site: [www.stonecreekcoffee.com](http://www.stonecreekcoffee.com). Team members may use a 20% employee discount, which is a coupon code found in the Employee Newsletter. The same discount code can be applied in the SCC mobile app for 40% off on mobile orders as well.

#### PERFORMANCE COACHING

Here at Stone Creek Coffee, we do not settle for okay. We strive to provide “Remarkable Care” in every aspect of our business. In order to grow and improve at SCC, your Cafe Coach will share feedback with you to assist your development. When feedback is given, it is important to develop a plan and commitments to move forward. We have several tools to develop and track performance in cafe that are housed in your Paycor file.

#### TOOLS

1. Hero Card

- a. Write the team member's full name on the card, and describe the act of greatness. Give the Hero Card to the team member.
  - b. Be sure to give a Hero Card you receive to your Team Leader so that it can be added to your Paycor File. Once it has been uploaded, you may take it home and keep it if you wish.
  - c. Greatness examples: This can be anything that uniquely enriches the work or customer experience at SCC.
    - i. Gracefully handling a difficult situation
    - ii. Bringing a creative idea to the Team Leader
    - iii. Offering to help – going above and beyond expectations
2. Tardiness Notice
- a. Being late or missing a shift goes against our Core Commitments, as well as our Attendance Policy. If you anticipate being late, you **MUST** contact your Team Leader immediately to notify them.
  - b. These cards must be filled out for each incident of lateness. Lateness is any time a team member does not clock in at or before the start of their shift. Any late clock-ins between 1 and 15 minutes after the start of a shift are considered tardies.
  - c. Tardiness notices will appear in your Paycor inbox and must be reviewed and signed immediately.
  - d. Repeated lateness will result in performance coaching conversations with your team leader.
3. Unforeseen Absence Card
- a. If you anticipate missing a shift, you **MUST** notify your Team Leader as well as find another team member to cover the shift.
  - b. Any time a team member is going to need to miss work or be late to work for any reason, it is expected that they inform their team leader as soon as they believe they will not be able to make it in time/at all. Any time a team member does not inform their team leader in advance of the start of their shift, that they will not be able to make it in, this is considered a No Call, No Show. See the Call Out Process, and No Call No Show Policy in the Policies and Benefits section of your Training Manual, or refer to the Employee Handbook.
  - c. Any shift in which a team member is late by more than 15 minutes, leaves work 15 minutes early without permission, or misses the shift and is unable to provide six hours notice with or without a doctor's note, is considered an unforeseen absence.
  - d. All unforeseen absences are tracked using an Unforeseen Absence Card. These cards will appear in a team member's Paycor inbox and help team leaders keep track of the number of unforeseen absences in a given period of time. More than four unforeseen absences within six months, or 10 total absences within one year, is grounds for termination.
    - i. Consecutive absences (eg. if a team member is feeling unwell and stays home on Tuesday and also on Wednesday) is counted as one total absence. If a team member needs to be out for more than two consecutive days, a doctor's note is required to excuse the absence.
  - e. Repeated lateness or missed shifts will be grounds for performance conversations up to and including termination.

4. Warnings / In-the-Moment Coaching
  - a. Your Team Leader will share feedback and corrective coaching in-the-moment when they observe any behavior that is not in line with our Core Commitments, or when a team member's performance is not aligned with the expectations outlined in their role description.
  - b. Your Team Leader may share strategies for improvement and invite questions or concerns from their team members to ensure team members understand the expectations and are set up for success moving forward.
  - c. Continued gaps in performance to expectations may result in additional performance coaching up as described below.
5. Coaching Conversations
  - a. Coaching Conversations are an opportunity for you and your Team Leader to sit down together to address patterns of missed expectations related to Craft and/or Core Commitments. You and your Team Leader will identify areas that need to be strengthened or improved, and work together on next steps and commitments.
  - b. The team member and Team Leader will work together to identify any obstacles to success and collaborate on a plan to resolve the issue for the future with clearly outlined commitments.
  - c. You can expect to sit down with your Team Leader within a week or two following your initial conversation to check in.
  - d. Coaching Conversations will be signed by you and your Team Leader once you've crafted next steps together and will be available in your Paycor Documents for review.
  - e. If the team member has met/exceeded the performance improvement goals in the document it will expire after 6 months. We expect that a team member will sustain their improvement even after the document expires.
  - f. Continued gaps in performance to expectations may result in further performance coaching as described below. There are also rare situations where a team member's actions may result in escalated performance coaching up to and including immediate termination. A few examples of such instances may include: gossiping, harassment, refusal of coaching/feedback, or developing patterns of attendance issues.
6. Performance Plans
  - a. Performance Plans are a tool for you and your Team Leader to sit down together to address continued patterns of missed expectations related to Craft and/or Core Commitment and are the final step in the Performance Coaching process.
  - b. The team member and Team Leader will identify obstacles to success, opportunities for enhanced clarity and actionability in the plan for improvement outlined in the Coaching Conversation, and collaborate on a strong plan to resolve the issue for the future with clearly outlined commitments.
  - c. You can expect to sit down with your Team Leader within a week or two following your initial conversation to check in.
  - d. Performance Plans will be signed by you and your Team Leader once you've crafted next steps together and will be available in your Paycor Documents for review.
  - e. If the team member has met/exceeded the performance improvement goals in the document it will expire after 6 months. We expect that a team member will sustain their improvement even after the document expires.
  - f. Continued gaps in performance to expectations will result in termination of the employment relationship. There are also situations where a team member's

actions may result in escalated performance coaching up to and including immediate termination. A few examples of such instances may include: gossiping, harassment, refusal of coaching/feedback, or developing patterns of attendance issues.

## PAY AND PERFORMANCE REVIEWS

Reviews are an integral part of each barista's development process. Reviews consist of a conversation with your Cafe Coach to go over the Cafe Coach role description as well as the Barista Role Description. Your Cafe Coach will take notes, commitments, comments, and plans for progress. Performance Documents may be referenced during the following review as a way to gauge improvement. These reviews are also an opportunity to address your pay with your Cafe Coach. Pay raises will occur only when a team member's performance exceeds expectations.

Stone Creek Coffee conducts Pay and Performance Reviews three times a year on a company wide basis. All feedback that falls between these reviews should be provided by your Cafe Coach verbally or in the form of documentation and should be presented urgently. Pay and Performance Reviews should not be used as a first opportunity to address issues or excellence. Rather, these are a time to review overall performance and assess pay.

## *100\_ IN CAFE ORIENTATION* SCC EDUCATION PROGRAM

### STONE CREEK COFFEE EDUCATION

The Stone Creek Coffee Education Program is designed to prepare baristas to be successful as team members in a café and after leaving Stone Creek Coffee. While coffee is the central focus of the program, Educators will also coach team members on our service expectations and discuss our company Core Commitments in classes. All classes are scheduled by the Accounting Assistant.

- Missed classes or coming to a class late are considered an unexcused absence, and an unexcused absence card will be issued to you.
- Missing class, using phones, eating during class, or leaving class unexpectedly is not acceptable. Missing classes delays a barista's Scholar certification.
- All baristas attending classes must be in dress code. This includes wearing an apron during class, whether you bring your own personalized apron or wear one provided by the Education Team.

### STONE CREEK COFFEE COURSE CATALOG

#### Barista Level 100: Barista Apprentice

100 level classes will teach baristas how to provide a GREEN drink 90% of the time and a great customer experience 100% of the time. Master Baristas, Cafe Coaches, and Master Cafe Coaches will help ensure that quality standards are met through regular cafe assessments.

- 100: Orientation - Welcome to Stone Creek and introduction to our company policies! We

will cover the very basics of the Employee Handbook..

- 101: Connection - Hello, Name, & Thanks: This in-cafe workshop with your Cafe Coach focuses on the Guest Experience. In this class you will learn about the 6 Key Steps to Service, how to interact with customers, and how to offer our products to them.
- 102: Care - Owning and Delivering a Clean Space: This in-cafe workshop with your Cafe Coach will teach you how to care for your cafe space, what to do if you are having an equipment issue, and how to stay calm when you are faced with equipment malfunction
- 103 - 106 The following classes will have a prerequisite video and quiz that must be completed by the barista prior to attending class in the lab.
  - 103: Milk - Steaming the Drink: This hands-on class will happen in the Learning Lab with an SCC Barista Trainer. You will learn how to properly steam milk and intentionally pour GREEN quality latte art. You will also learn how to hand off a drink properly with appropriate materials, names, a smile, and a thank you.
  - 104: Espresso - Dialing in the Drink: This hands-on class will happen in the Learning Lab with an SCC Barista Trainer. You will learn how to dial in regular and decaf espresso to SCC recipe, dial in espresso to taste, make drinks hygienically, and hand off drinks appropriately.
  - 105: Art - Building and Perfecting the Drink: This hands-on class will happen in the Learning Lab with an SCC Barista Trainer. You will learn how to identify RED and GREEN lattes, make every kind of drink on our menu, and practice pouring GREEN latte art.
  - 106: Drip - Know and Brew the Drink: This hands-on class will happen in the Learning Lab with an SCC Barista Trainer. You will learn what coffee is, where it comes from, how it is processed, and the basics of brewing. You will also hand brew coffee with the help of your barista trainer.
  - 107.1: This hands-on class will happen in the Learning Lab with an Educator. You will continuously make lattes with and for a Barista Trainer, working to achieve 8/10 GREEN lattes as will be expected during your test.
  - 107.2: One-on-One: This hands-on class will happen in your cafe. An Educator will come to your cafe and warm up with you on bar for the first 1.5-2 hours. After that time, the Educator will take the remaining 1-1.5 hours to do your certification test.
    - Scholar Certification: In the event that you were unable to be certified during your 107.2 or you did not pass your test, a second certification opportunity will be scheduled. It is expected that you are on bar in your cafe prior to the time the Educator arrives to do your test. Once your test begins, you will have 1.5 hours to complete the test.

For Certified Scholar Baristas: Preparing for Master Barista Certification

- 201: Latte Art Perfection -Take a look at the chemistry of milk and its various forms, then apply that knowledge to steaming and pouring lattes. Solidify knowledge of the following latte art pours: heart, tulip, rosetta.
- 202: Espresso Extraction - This class focuses on the science behind espresso extraction and how each brewing variable contributes to and changes the flavor of espresso.
- 203: Palate Development - This class is a deep dive on cupping and how to taste coffee. A guided class on how to taste, smell and experience all that coffee has to offer.



## Master Barista Certification

The process of Master Barista certification is designed to teach and guide Scholar baristas who want to continue to grow and help their Apprentice/Scholar coworkers grow in their craft as well. We ask that interested baristas work on advancing their coffee knowledge and proving their passion and skill level in the ways listed below. To find the details of this program, log into your Paycor account. Select “Me” and click on the “Learning” dropdown. Find the training section on Master Barista Certification. A detailed description of the expectations can be found there. The following is a quick description of the expectations.

**Step 1:** To become certified, a barista must share their interest in pursuing this level of certification with their team leader. Their team leader will work with their team member to confirm their eligibility (see below) and help craft goals to support the team members interest as appropriate. Once a team leader has confirmed interest and eligibility with their team member, they will reach out to [education@stonecreekcoffee.com](mailto:education@stonecreekcoffee.com) on the team member’s behalf to have them scheduled for 201 (Latte Art), 202 (Espresso Extraction) and 203 (Palate Development). Additional learning resources can be reviewed at any time by an interested team member to begin preparation for their certification test, but will also be scheduled one hour of time to review in advance of their test.

### Master Barista Eligibility Guidelines:

1. Achievement of Scholar Certification
2. Overall Craft Rubric Score of at least 3.0 (must score at least “3 - Crushing It” on Coffee Geekery) in most recent Pay & Performance Review
3. Overall Core Commitment Score of at least 3.0 in most recent Pay & Performance Review
4. In good standing (not on an active performance plan)

**Step 2:** Prepare for the Certification Test (takes place in the Learning Lab). The test is composed of three sections.

1. Multiple choice and short answer test consists of questions from the guided reading & video resources section found in your Master Barista tools. (It will take you a few hours to complete studying for this portion of the test).
2. Observation and Correction: During this portion of the test, the instructor will pretend to be an Apprentice Barista, dialing in and preparing for their Scholar Certification, and you will be prompted to guide the dial in process as well as offer feedback/help them get ready for their test.
3. 10 Minute timed portion to make one cortado, two cappuccinos, and two eight-ounce lattes and a 12 oz latte. Keep in mind that shots in drinks that are smaller than 8oz are expected to be weighed, both the in and the out.

## All Company Learning Modules

**Diversity, Equity, Inclusion, & Belonging Class:** At Stone Creek Coffee we strive to cultivate a work environment where team members can be their authentic selves and celebrate their differences as we gather around coffee together. Within the first 90 days of hire, team members will be scheduled to attend a Diversity, Equity, Inclusion, & Belonging (DEI&B) Class,

facilitated by a member of Stone Creek Coffee's DEI&B Team and hosted at the Stone Creek Coffee Factory location. During this time, team members will learn from each other as they reflect on various TedTalks on topics such as Implicit Bias and Code Switching.

## *100\_IN CAFE TRAINING*

### GENERAL INFORMATION

#### BACKROOM

Your Cafe Coach will show you:

- Where to hang your coat and put your personal belongings
- The layout of the back room
- The designated areas for messages, mail, invoices, etc.

Backroom Rules: Only Stone Creek Coffee team members should be in the back room, no exceptions. It is imperative that the door is kept closed and locked at all times. Back rooms must be cleaned and cared for in the same way that customer areas are.

#### SCHEDULE

Your Cafe Coach will show you:

- How to navigate Paycor Scheduling.
- How to enter your availability or request time off in Paycor.
- Time off must be requested in Paycor 21 days in advance.

The schedule is posted by the end of day Monday for two weeks out. Each barista is responsible for covering all of their scheduled shifts. In the event you forget to clock in or out, your Cafe Coach has the ability to adjust recorded hours.

Pay periods: Each pay period is two weeks long; starting on Monday and ending on Sunday. Your direct deposit will be received the Friday after the end of each pay period. All Stone Creek Coffee team members must use direct deposit. If you have any questions regarding your pay or benefits, please connect with Employee Care and email [teams@stonecreekcoffee.com](mailto:teams@stonecreekcoffee.com).

#### MUSIC

All cafes listen to a cafe-appropriate station of their choosing via our Soundtrack Player music platform. Music must be played at an appropriate volume (not loud enough to cause customers or team members difficulty hearing one another). Baristas should notify their Team Leader and/or the Tech team in the event their music player/app isn't working as expected.

#### CELL PHONE AND CAFE PHONE USE

Telephone etiquette: Please answer the telephone by saying, "Thanks for calling Stone Creek Coffee (insert cafe location), this is (insert name). How may I help you?" Be sure to include the word "coffee".

- Personal calls should be made from the cafe only in an emergency.
- Cell phones are not allowed behind the counter at any time. This is a health code requirement - cell phones are really germmy! Personal calls from a cell phone can be made only when you are on a break. Cell phone ringers should not be audible when stored in the back room.

- Customers can only use our phone if it is an emergency.
- Coworkers phone numbers should NEVER be given to anyone unless directed to do so by that coworker or if the caller is a Stone Creek Coffee team member looking to get shifts filled.

#### FRIENDS AND FAMILY:

Friends and family are welcome and encouraged to visit cafe team members during their shifts but please note:

- Friends and family need to be treated as customers.
- It is not appropriate to spend more than five minutes with any one customer unless you are educating them on our products.
- It is also not appropriate for customers to hover around the bar area after they have picked up their beverage since this disrupts the flow and makes it difficult to get our work done.
- If you have a friend or family member visiting you in the cafe and that cafe has bar seating, they may not sit at the bar.
  - For cafes that do not have bar seating, the same would apply to customers who are hovering around the espresso bar area. Please kindly educate your friends and family to grab a table and hang out as long as they like.

Here are two examples of how to address a lingering customer, family member, or friend:

1. Thank you so much for stopping by, but I have a lot of work to get back to, nice chatting with you! See you tomorrow!
2. It has been great to talk to you, the dishes are piling up so I've gotta get back to them, have a great day! Thanks for stopping in! You can fill me in next time on...

In order to Take Care of our Coworkers, we need to be attentive to the checklist to not leave the work for someone else. In order to Be Urgent to the Customer, we need to keep our space clean and be attentive to all customers, not just some of them. In order to Clean Corners we need to have the time to get to those corners and take care of the entire cafe. After we're done helping a customer or crushing a rush, we will be urgent to our tasks: completing flybys, restocking, cleaning, and otherwise recovering the space to Take Care of Our Coworkers (and our future selves)!

Our customers come to Stone Creek Coffee because of how well we take care of them. If we limit the amount of time we spend chatting with our family/friends/customers, we will be able to take care of our space and our customers in a more holistic way.

#### ANIMALS IN CAFE:

Pets are not allowed in any SCC Cafes. We love dogs and other pets, but having them inside our cafe spaces is a health code violation. Emotional support animals are not allowed in cafe. Only service animals are allowed in cafes.

- If/when a customer enters the cafe with an animal, inform the customer, "Hi there! Sorry, we're not able to allow pets in the cafe due to health code requirements."
- If the customer informs you that their animal is a service animal or emotional support animal, accept their statement: do not ask for proof or documentation related to the service animal.

- Though these animals are allowed in cafe, under no circumstances are they allowed on counters or tables or behind the counter.

What is a service animal?

- Service animals are defined as an animal that is individually trained, or is being trained to work or perform tasks to benefit a person with a disability. These animals include guide dogs and hearing dogs.
- Service animals are permitted in cafes, provided they are within the control of their handlers at all times, and are not posing a threat to the health and safety of others.

What about Emotional Support Animals?

- Emotional Support Animals (ESAs) are not permitted in cafes according to Health Code as they are not Service Animals. Animals that are not dogs are likely not service animals.

## 101\_ IN CAFE TRAINING

### CUP MARKING

Cup marking is the visual half of accurately filling a customer's order. The register person is responsible for marking cups correctly and quickly.

- It is always necessary to use cup marking. Mark cups 100% of the time whether working alone or with another team member. Only the person taking the customer's order uses cup marking. The cup should be marked, placed, and then called to the barista. Writing the customer's name is part of proper cup marking - all drinks must have names printed on the cup!
- Drip Coffee and tea also require proper cup marking.

Your Cafe Coach will show you:

- Where to place a cup after it has been marked.
- How to mark a "for here" beverage.
- How to mark a Mobile Order

HOW TO MARK EACH BOX – see side of a paper cup

DECAF: Place a line in the box if the drink is decaf. If it is regular, do nothing. If it is half decaf, mark  $\frac{1}{2}$  in the box. If there are 3 shots of espresso, with 1 regular and 2 decaf, add a "3" to the "shots" box and a breakdown of the shots in the "decaf" box. Please see the box to the right below as a reference:

Decaf

Decaf

Decaf

Decaf

**Nothing** = Regular

**Slash** = Decaf

**1R/2D** = 1 Regular Shot + 2 Decaf Shots

$\frac{1}{2}$  = Split Shot

SHOTS: Mark the number of shots in the drink if it differs from the norm. For example, if a medium latte with an extra shot is ordered, place a 3 in the “shots” box. If the customer would like their drink to be made with our seasonal espresso, mark this slot SS. If a regular medium latte is ordered, do nothing.

Shots

Shots

Shots

Shots

**Nothing** = Same as drink recipe note # when different from recipe.

**4** = Four shots in drink

**3** = Three shots in drink

**SS** = Use Seasonal Spro

MILK: Place a line in the box if the milk is skim. If it is whole do nothing. Use an O for Oat Milk, and A for Almond Milk. Use 2% if the customer would like a mixture of skim and whole.

Milk

Milk

Milk

Milk

Milk

Milk

Milk

Milk

**Slash** = Skim

**2%** =  $\frac{1}{2}$  Skim +  $\frac{1}{2}$  Whole

**1%** =  $\frac{2}{3}$  Skim +  $\frac{1}{3}$  Whole

**Nothing** = Whole Milk

**A** = Almond Milk

**B** = Breve (Half + Half)

**O** = Oat Milk

**S** = Soy Milk

SYRUP: Use this box to write the letter that corresponds with the syrup. If a customer requests extra flavor, simply mark an X before the flavor letter. (Ex. XV for extra vanilla)

Syrup

Syrup

Syrup

Syrup

V = Vanilla  
XV = Extra Vanilla  
EZ = Easy Vanilla  
Nothing = No Syrup

**Scratch Made SCC Syrups:** V = Vanilla, L = Lavender, Pistachio Cardamom = PCL, M = Mocha, HOR = Horchata

*NOTE:* Seasonal syrups are scratch made and updated 5x per year. Please see cafe resources (Seasonal Menu, Syrup Cheat Sheet) for available seasonal drinks & their abbreviations.

**Bottled Syrups:** Ci = Cinnamon, H = Hazelnut, P = Peppermint, HON = Honey, Ca = Caramel, WM = White Mocha

**Sugar Free Syrups:** SFV = Sugar Free Vanilla, SFH = Sugar Free Hazelnut, SFC = Sugar Free Caramel

**CUSTOM:** you may use this box to indicate specific customer requests that do not fall under any of the above categories. Not every custom request can be captured in this document. Please do your best to abbreviate efficiently and communicate clearly to the barista.

Custom

Any of the orders below could be inserted in this box, if requested by a customer. Use this as needed, but make sure that your barista calls the drink back appropriately to assure the customer receives the drink the ordered.

XW = Extra Whip  
XIce = Extra Ice  
STV = Stevia  
SPL = Splenda (add how many packets)  
RAW = Raw Sugar (add how many packets)  
W/W = With Whip  
EZ/W = Easy Whip  
W/R = With Room for Cream  
120 = Not so Hot  
180 = Extra Hot

EZM = Easy Mocha  
XM = Extra Mocha

DRINK: This box can be used to mark the drink name. Drink marking uses the drinks initials and/or the drink's first and second letter. The Drink Recipe guide also notes each drink's cup marking initials. There is also a laminated guide in your home cafe.

TRADITIONAL		SPECIALTY		NON-COFFEE		ICED (Cold Cups)*	Frozen (Cold Cups)	
E	Espresso	PCL	Pistachio Cardamom Latte	H C	Hot Chocolate	iL Iced Latte	FV	Frozen Vanilla
Mac	Macchiato	VBL	Vanilla Bean Latte	ST	Steamer	iA Iced Americano	FM	Frozen Mocha
Co	Cortado	Ca	Carmella	Ch	Chai	iM Iced Mocha	FC	Frozen Caramel
L	Latte	BL	Boston Latte	M L	Matcha Latte	iCh Iced Chai	CCI	Cream City Ice
T Cap	Traditional Cap	LL	Lavender Latte	DRIP DRINKS		ROY Roy G Biv	SBS	Strawb Banana Smoothie
C	Cappuccino	HOR	Horchata	AuL – Au Lait		JET Jet Black	MS	Mango Smoothie
AM	Americano	M	Mocha	OD - Overdrive		iPT Iced Peach Tea	SFM	Sweet Foam Cold Brew
SS	Seasonal Espresso (or Spro)	Seasonal:						

\*Although iced drinks can be distinguished by the SCC cup we use (hot cup for hot drinks and cold cup for iced drinks), it is important to still use the “i” before the drink markings. Why, you ask? In the event that a customer wants a drink in their own cup, that will let the barista know what type of drink they want (hot/cold). Please note that customers can order any of our traditional or specialty drinks iced, regardless of size.

#### Customer Requests (e.g., Flat Whites)

From time to time a customer may order a specific drink offered elsewhere that is not on our menu, such as a Flat White. In the event of a Flat White being ordered, our baristas should ring and prepare a 6oz latte. If a larger size is ordered, 3 total espresso shots should be automatically included in the corresponding beverage size. If ever you are unsure of what a customer is ordering, don't hesitate to ask them clarifying questions!

101\_ IN CAFE TRAINING  
CUP MARKING

## Cup Marking Practice Sheet

This sheet is a practice tool for you to learn our system of cup marking. Ask your cafe coach for five different drink orders and mark each column of boxes with the appropriate notations. Have your café coach check your work when you have finished. HAVE FUN!



Decaf

Decaf

Decaf

Decaf

Decaf

Shots

Shots

Shots

Shots

Shots

Milk

Milk

Milk

Milk

Milk

Syrup

Syrup

Syrup

Syrup

Syrup

Custom

Custom

Custom

Custom

Custom

Drink

Drink

Drink

Drink

Drink

## 101\_ IN CAFE TRAINING DRINK CALLING

Drink calling is the verbal half of accurately taking and filling customer orders. Drink calling ensures that the register person has taken the order correctly. When called out loud, the customer can hear their order. Drink calling also informs the barista what beverages are coming next. When the barista hears the order, the barista will call it back to the register person.

- It is always necessary to use drink calling.
- The drink is called to the bar barista by the register barista, and the bar barista must call it back. The drink call should be audible both ways. The register barista is responsible for being sure the bar barista heard the correct drink.
- For efficiency reasons, it is not acceptable for two team members to bounce from the

register to the bar and vice versa. Ideally, the barista will stay on the bar from beginning to end of their shift; preferably scheduled by shift.

- The register person preps syrups for bar drinks, Americanos (puts hot water in the cup), Overdrives & Au Lait (puts COD in the cup). Register person, please be sure to weigh out squeeze bottle syrups for consistency.
- The register person asks the customer if they would like room for cream in Americanos and Overdrives to determine how high to fill the cup up with hot water/COD.
- The register person monitors mobile orders and calls them out as they come in. *NOTE: some cafes have multiple registers and/or a separate mobile register. Work with your Cafe Coach to be sure you understand your cafe's unique workflow!*

## DEFAULTS

Defaults in drink calling (meaning you assume these things and they need not be called if correct). There is no need to ask what kind of milk the customer would like or if their drink is for here or to go. The goal is for us to be efficient and not overload the customer with questions.

- Item Default
- Number of drinks 1
- Caffeinated or Decaf Caffeinated
- Number of Shots 2
- Milk Whole
- Mochas No Whip
- Here/to go: To go

## CALLING: BREW BAR

For Brew Bar drinks, it is most important to observe the flow of orders at the espresso bar. If the bar barista is busy and the register barista is free, the register barista may simply take over brewing the order. However, it is essential for the register barista to confirm who will prepare the order (so it's not accidentally forgotten or delayed).

- The order of calling: brew method, coffee of choice, name of the customer.
- The order slip (for here), or to-go cup must go in line with all previous orders.
- The register barista may help prepare the order by rinsing filters and heating brew vessels with hot water.

## *101\_IN CAFE TRAINING* *DRINK CALLING*

### CALLING: ESPRESSO BAR

Order of drink calling. The following list is the order in which drinks should be called.

1. # of drinks
2. Size
3. Decaf
4. Shots (when different from the standard)

5. Milk
6. Flavoring
7. Customizer\*
8. Drink Name
9. For Here
10. Customer Name

\*The customizer is anything that doesn't fit under any particular category. For example: room for cream, with whipped cream, easy whipped cream, extra whipped cream, light foam, dry, wet, not so hot, extra hot, specified temperature (120), pack of equal (sweet and low or sugar in the raw), light mocha, extra mocha, honey, extra ice, double cup, etc.

When calling an iced drink, remember the drink name is Iced Mocha, Iced Latte, etc.

#### EXAMPLES

1. A customer orders a large latte with skim milk in a paper cup.
  - a. Called as: Large skim Latte.
2. A mobile order prints up for a large latte to go.
  - a. Called as: We have a mobile order for a Large Latte.
3. A customer orders a hazelnut latte with skim for here.
  - a. Called as: Skim hazelnut Latte for here.
4. A customer orders two small oat milk mochas, with a shot of hazelnut and light chocolate for here.
  - a. Called as: 2 small oat hazelnut easy-mocha Mochas for here.
5. A customer orders 3 Frozen Vanilla Lattes with extra vanilla and decaf in the large size.
  - a. Called as: 3 large decaf extra vanilla Frozen Vanilla Lattes.
6. A customer orders a large mocha with whipped cream and three shots.
  - a. Called as: Large three shot with whip Mocha.

#### REMINDER

1. # of drinks
2. Size
3. Decaf.
4. Shots (when different from the standard)
5. Milk
6. Flavoring
7. Customizer\*
8. Drink Name
9. For here
10. Customer Name

#### PRACTICE:

Please repeat each order in the CORRECT order. You will get more practice with this in the cup marking section as well.

1. A customer orders a vanilla decaf latte with skim milk in a small cup to go
  - a. Called as: \_\_\_\_\_

2. A customer orders 4 medium not so hot mochas with 2% milk, extra chocolate, and whipped cream for here.
  - a. Called as: \_\_\_\_\_
3. A mobile order for one whole milk latte to go small size.
  - a. Called as: \_\_\_\_\_
4. A customer orders 2 Americanos, large size with room for cream and decaf.
  - a. Called as: \_\_\_\_\_
5. A customer orders one medium caramel mocha with extra whip and 4 shots to go.
  - a. Called as: \_\_\_\_\_
6. A customer orders three caffeinated skim vanilla lattes, all large size.
  - a. Called as: \_\_\_\_\_

## 101\_ IN CAFE TRAINING

### CASH REGISTER, GIFT CARDS & CREDIT CARDS

#### GENERAL

- We use the Square App on iPads as our POS system.
- We use KYOO powered by Square as our Stone Creek Coffee Mobile App.
- All items have their own “keys” or buttons which allow items to be rung into the register. Some are embedded by category. Learn where each cafe product offering resides for the most efficient service of the customer. You can also use the “library” function in Square to look up items that way.
- Accuracy is very important when ringing in a customer’s order. Customers take money and payment very seriously. If a transaction is rung through that is not accurate to what was actually purchased a customer may gain an inaccurate impression of our pricing and its fairness.
- Accuracy when it comes to food items is even more important as our bakery is managed by a computerized system. When items are sold or not sold, a computer is keeping track to monitor theft as well as appropriate amounts to order. This system can only stay accurate so long as items are rung in accurately. Do not ring in a monkey danish when a customer ordered a seasonal danish. Even if the items are the same price, this will harm the computerized ordering system and cause issues with our ordering/inventory.

#### CONNECTING TO IPAD STAND

- Turn the iPad on side so that the charging port is to your right.
- Slide the iPad into the stand so that the charging port fits into the power dock.
- Push in button on lower left side of the stand screen to secure iPad in stand.
- Turn on the power button on the right side of the iPad screen.
- Register app should automatically open.
- If the app was signed out at the end of night, we’ll need to sign into Square again using a Device Code. If you need to sign into Square using a Device Code:
  - Contact the Director of Retail or Tech Team to obtain your register’s device code
  - Hit the ‘sign in’ button.
  - At top right of screen, select Use Device Code.
  - Enter device code

#### CLOCKING INTO PAYCOR

- To clock in, open the Safari app on the iPad. There should always be a tab open for Paycor Time
- Enter your 4 digit code provided to you during new hire onboarding under “badge number”
- Enter 1234 under “PIN number”
- Screen will say “You have successfully created a work punch”.
- Return to Square app.
- **IMPORTANT:** Mobile orders will not print if the Square app is not open. It’s super important that when you are done navigating in any other apps (e.g., Paycor or Soundtrack) we return to the Square app right away.

### CLOCKING OUT/IN FOR BREAKS ON PAYCOR

- To clock in, hit the Time Clock button at top left of the screen after logging in to register App.
- Select “Break” button
- Enter your 4 digit code provided to you during new hire onboarding.
- Select “Start Break” or “End Break”
- Hit Back to Register button.

### *101\_IN CAFE TRAINING*

#### *CASH REGISTER, GIFT CARDS & CREDIT CARDS*

### USING REGISTER WITHOUT CLOCKING IN

Since we use Paycor to track your hours and not Square, you will not need to clock into Square to use the terminal. Simply Log in to use the POS.

1. Enter your cafe’s 4 digit code on the main screen once logged into Square App.
  - a. Four Digit Code: 0000
2. Select Continue to Register Without Clocking In.

### HOW TO START THE DRAWER FOR THE DAY – AT OPEN

1. Before you can start any transactions for the day, you will be prompted to start the drawer. You can do this two ways:
  - a. By selecting any button on the menu as if you are starting to ring in a transaction, a screen will pop up with starting cash, which should always be \$250.00. If your starting cash is different than \$250.00 (meaning the cashier did not count down properly), enter in the correct starting cash by simply tapping your finger on the \$250 dollar amount on the screen. A keypad will pop up, enter in the correct starting cash and hit start drawer, hit again to confirm the start drawer.
  - b. Hit blue button on far bottom left of the screen, select Reports from the menu bar, select current drawer, \$250.00 starting cash will automatically generate. Again, if it is different, enter correct amount and hit start drawer, hit again to confirm start drawer. Hit blue button on far bottom left of screen, select Register from menu bar.

### FAMILIARIZE YOURSELF WITH THE SQUARE MENU BOARD

1. Tabs can be found at the bottom of the register screen: Drinks, Food, Beans, Merch, Complete Item List (Library), Custom Sale tab that will take you to custom sale screen if needed, Cashier on Duty. You will also see a blue square tab on the far bottom left side of the screen. This tab will open up a side screen of different options you may need to access.
2. Look through each tab to acquaint yourself with categories and items on each tab screen.
3. You will see a Discount button on the bottom right of each tab’s grid. This will have a complete list of discounts available to apply to sales.
4. On the right hand side of the screen, you will see a blank box that says “No Sale” at the top, and “Tickets” and “Charge” at the bottom. This is where a customer’s items will generate as you are ringing up their transaction.

5. How to navigate through the menu:
  - a. For Drinks:
    - i. Select Drink tab at the bottom of the screen.
    - ii. Select desired drink button.
    - iii. Screen will pop up with all items under selected category.
    - iv. Select specific item desired.
    - v. Screen will pop up where you can make your size selections, add any modifiers such as oat or almond milk, add any notes about the transaction, select quantity, show tax applied and discounts available.
    - vi. Starting at the top, select size, swipe up on screen with finger to scroll to quantity section. Hit the + sign to make quantity 2 (if desiring more than 1). Hit add button at top left of screen. Items will generate in customer ticket box.
    - vii. If after the drink is rung in, a customer wants to add a modifier, tap finger on items on the customer ticket, under drink modifiers select Add Almond Milk, hit Save at top left of screen.
  - b. For Beans:
    - i. Select 'Beans' tab.
    - ii. Select bean size button on screen.
    - iii. Select desired line of coffee.
    - iv. Select desired coffee type.
    - v. Under notes and quantity section, hit + to make quantity 2 (if desiring more than 1). Hit add button at top right of screen.
    - vi. If after the item is rung in, the customer changes their mind and only wants 1, tap finger on item listed in customer's ticket, hit - to decrease quantity to 1. Hit Save button on top right of screen.
    - vii. To delete an item that a customer doesn't want anymore:
      1. Hit the dropdown arrow at top right of customer ticket box and select Clear New Items.
      2. Slide finger to the left across the item. A red delete button will appear to the right of the item. Hit Delete to clear item. This option works best if a customer has multiple different items on their ticket and only wants to remove one thing from their order.

#### KEYS / MENUS - DRINKS

- All drinks are found under the Drink menu.
- Customers are welcome to customize their drinks just how they like it. This can include an alternative milk, a milk amount larger than 2 oz, steamed milk, adding syrup, extra espresso, etc.
- When a customer adds extra espresso to a drink, press the Add Espresso key. NOTE: This additional cost is for 2 shots. If a customer wants only 1 extra shot, they will still be charged for 2 shots in the register.
- For different milks or added syrup, select from the following options and the customer will be charged accordingly:
  - Press the Add Steamed Almond Milk, Add Steamed Half & Half, Add Steamed Dairy Milk, Add +2 oz cold Almond Milk, Add +2 oz Cold Half & Half according to their specific milk request. Less than 2oz of cold milk will be free.
    - If a customer orders a drink made "Breve", breve is a drink made with half and half.

- Press Add Syrup if the customer would like syrup in their drink. (Please see below for more information on when to charge for syrup).
- Cup of Milk or Oat/Almond Milk: If a customer wants a whole cup of *oat*/almond milk, ring it up using the appropriate size Milk button and the Add *oat* Milk/Breve/Almond Milk button.
  - NOTE: If a customer requests a creamer amount of Oat, Almond, or any other type of milk that is cold in their drip coffee, do not charge them for it if it is less than 2oz.
  - If a customer requests steamed milk as a creamer in their drip coffee, please charge them for an Au Lait, as now the espresso bar person is working on their drink.
- NOTE: In the POS, the “Cappuccino” button is only used for Traditional Cappuccinos (6oz single shot). If a customer wants to purchase a larger size (Ex: Medium Cappuccino), ring it up as a Latte (in this case, a Medium Latte). This drink will come with 2 shots of espresso.
- NOTE: There are certain circumstances where customers should and should not be charged for adding syrup to their drinks. Be sure that you understand when and when not to charge for syrups. Clarify with your Café Coach if you have questions.
  - Charge for “Add Syrup”: \$0.75 added charge
    - In a latte/specialty drink (Ex: any drink other than just drip coffee, including Overdrive and Au Lait).
    - If a 2nd syrup is requested in a drink (Ex: caramel mocha - ring up Mocha & Add Syrup).
  - No “Add Syrup Charge”: FREE IN DRINK
    - In a drip coffee.
    - If requesting extra of the same syrup (Ex: mocha with extra mocha - ring up as Mocha).
- If a customer brings in their own mug or reuses a drink tray for two or more beverages, a \$0.25 discount is given.
  - 1. Ring in the drink.
  - 2. Hit Discount key.
  - 3. Hit Bring Mug button.

#### KEYS / MENUS - BEANS

- All coffee is found under the Beans menu.
- Select the category of the size of the coffee being purchased (1LB, 5LB, Box Sets, or 1/2LB), then choose the specific coffee.
- Empty prepack bags are available for purchase. If you want to purchase one, Custom Sale Keypad menu button and enter \$0.50. Then click on the Custom Amount on right side of screen. Enter in the notes section “Empty PP Bag”. If purchased by an team member, click the Employee Discount button.
- If a customer brings in their own bag to be filled/reuses a zip bag, a discount will be added according to the following:
  - 1. Ring in the coffee/LBS desired
  - 2. Hit Discounts key
  - 3. Hit Bring 1lb Bag/Bring 5lb Bag button
    - 1lb bring own bag discount: \$0.50
    - 5lb bring own bag discount: \$1.00
- NOTE: Bags cannot be combined for a greater discount on one bag, unless all bags are being refilled.



## COUPONS & DISCOUNTS

Coupon/Discount Keys: Please see “Policies, Procedures & Benefits” and “Cafe Operations & Expectations” sections for more in depth information on coupons and discounts. These discounts can be found under the Discounts button and/or embedded within each item rung up.

1. 40% Employee Discount
  - a. Reminder: Employee 40% discount may not be extended to relatives, friends, etc. while you are behind the counter and if they present to the cafe without you with them.
  - b. Some items, such as Fellow Kettles and Baratza grinders, are not eligible for the standard 40% employee discount, but still can be purchased at a 20% discount.
  - c. 40% Employee Discounts cannot be combined with other promotions, such as seasonal sales of 15% off beans and merchandise
2. Other Coupon (Ex: Gift card promotion and other special promos)
  - a. A specific amount can be deducted from the item amount.
3. Free Drink with Beans (Ex: redeeming a free 12oz latte with purchase of beans)
  - a. Free beverage redeemed at the time of 1lb bean purchase worth up to \$4 value. These beverages include coffee based beverages, teas (including hot chai), hot chocolate, and steamers but do not include smoothies or bottled beverages.
  - b. This discount is limited to one per transaction, regardless of the number of pounds purchased. e.g. A customer purchases 2lbs of coffee, they are only eligible for one free latte, not two.
  - c. If they don't use it at the time of purchase, they lose it.
4. Employee Bean (See “Policies, Procedures & Benefits” section for more details)
  - a. Free weekly bean mark-out for SCC team members.
5. Shift Drink (See “Policies, Procedures & Benefits” section for more details)
  - a. Free coffee based beverage during your shift.
6. House Charge (Ex: Applicants coming to a group interview)
  - a. Free drink or item. This is only to be used if instructed by your Cafe Coach
7. GC Promo (Ex: This is only to be used during the gift card promotions)
  - a. The amount discounted during these sales.

NOTE: There are several types of coupons that SCC accepts. Please read each coupon handed to you thoroughly and follow the instructions listed on it. Keep any coupons redeemed and, if applicable, staple the receipt to it. Have your Cafe Coach explain the different coupon types and where to keep them in the drawer once redeemed. See section below on how to redeem coupons.

## HOW TO APPLY DISCOUNTS

1. To apply a discount to a sale, tap the Discounts button at the bottom right of the grid in each tab.
2. Select the discount you wish to apply to the sale.

3. After you apply a discount, you will see the discount applied as a line item within the current sale section of the screen.
4. Note that the discount tag icon will display next to any items that have a discount applied to them. If needed, you can apply multiple discounts to an entire sale. At any time, you can tap on the discounts line item within your current sale to view all of the discounts applied to that particular sale.
5. If there are items you wish to un-apply a discount to, tap the item on the ticket, scroll down to the discount section and tap the toggle switch to turn discount off for that item.
6. Tap Save.

NOTE: For any dollar amount discounts, select the corresponding discount then enter the dollar amount to be discounted. All discounts will have a description of the MAXIMUM dollar amount to be discounted in the title.

7. Example of Dollar Amount Discount Sale:
  - a. Customer buys a pound of coffee and brings in their own bag. They would also like to redeem their free drink for purchasing the beans. They would like to just have a large coffee as their drink, which is \$3.25.
    - i. Ring up the beans and the large coffee.
    - ii. Then tap the Discount button.
    - iii. Tap the Bring 1lb Bag - \$0.50 discount and enter in the amount of \$0.50 on the screen.
    - iv. Then tap the Discount button again.
    - v. Tap the Free Drink w/ Beans – up to \$4.50 discount and enter \$3.25
  - b. The total discount amount that will show on the customer ticket is \$3.75 (the 2 discount totals combined)
8. Example of Percentage Discount Sale:
  - a. We often offer seasonal promotions, such as 20% off Beans and Merchandise, during holiday weekends (e.g., Memorial Day weekend)
    - i. Percentage discounts are auto-applied for eligible items - so you should not need to select any discount button during promos
    - ii. If you notice that discounts are not auto-applying during promos, please notify your Team Leader/MCC who will work with the Director of Retail/Director of Fulfillment to fix!

## HOW TO APPLY THE CONDITIONAL SALES TAX PROPERLY

When ringing in orders, there will be three tax-rate options for you to select from. One must be selected before selecting a payment type. Select the appropriate option based on how the customer has ordered their food items: To go Unheated, To go Heated, or For Here.

1. TO GO - UNHEATED: This is the default setting and will be applied to the transaction if not adjusted. Please select this option when both beverage and food orders are “To Go.” *Note: “To-Go - Unheated” qualifies as a Grocery purchase, which is taxed differently than prepared foods (such as foods that are heated or served for-here).*
2. TO GO - HEATED: Swipe right twice to select this option - Please select this option if a food order is heated and “To Go”. This does not apply to beverages.
3. FOR HERE: Swipe right once to select this option. This setting is used for any “For Here”

food (heated or room temp) or “For Here” beverage orders. So, if either the food order is “For Here” or the beverage order is “For Here” please select the “For Here” option.

#### HOW TO REDEEM A COUPON:

1. Ring in all items on transaction.
2. Go to the Discounts menu
3. Click Other Coupon button
4. Enter in the coupon amount.
5. The dollar amount discount will be taken off of your transaction total.
6. Print coupon receipts and staple them (if applicable) to the coupon used.
7. Put coupon and/or receipt in the drawer for your Cafe Coach.

#### COFFEE GEEK REWARDS

Stone Creek Coffee used to use a punch card system to track customer’s free drinks and beans. In 2022, we launched digital rewards and no longer use the punch cards. Please review the Coffee Geek Rewards information below to help you navigate this system and help you guide customers.

#### ENROLLING A CUSTOMER IN COFFEE GEEK REWARDS:

- At any point during a transaction, if a customer has brought in punch cards and does not yet have a digital rewards account, click “ADD CUSTOMER TO SALE”
- Select “CREATE NEW CUSTOMER”
- Enter the customer’s
  - First & Last Name
  - Phone Number (xxx-xxx-xxxx)
  - Email Address
- Click “Save”
- Success - you’re done! Your customer is ready to earn Coffee Geek Rewards!

#### CONVERTING CUSTOMER PUNCH CARDS INTO COFFEE GEEK REWARD POINTS

##### DRINK PUNCH CARDS

- When customers turn in their physical drink card, with any amount of punches, they’ll receive a free barista crafted beverage when they sign up on digital loyalty.
  - If a customer has multiple drink punch cards they wish to trade in for points, during this period, manually add
    - 120 points for each full punch card (both sides filled up),
    - 60 points for ½ full punch card (1 side filled up) or
    - 5 points per individual drink punch.

##### 1# BEAN PUNCH CARDS

- When customers bring in their physical 1# bean card, baristas will add 20 points per punch to a customer’s loyalty account
  - 480 points for a full punch card (both sides filled up)
  - 240 points for a ½ full punch card (1 side filled up) or
  - 20 points per individual punch

##### 5# BEAN PUNCH CARDS

- When customers bring in their physical 5# bean card, baristas will add 70 points per punch to a customer's loyalty account
  - 700 points for a full punch card (both sides filled up)
  - 350 points for a ½ full punch card (1 side filled up) or
  - 70 points per individual punch

#### HOW TO MANUALLY ADD POINTS TO AN ACCOUNT:

- From the Square menu (bottom left) select "Customers"
- Enter the customer's phone number
- Select "More" (ellipsis - top right)
- Select "Adjust Loyalty Status"
- Add points as applicable

#### EXPLAINING COFFEE GEEK REWARDS:

- It's a digital punch-card.
  - "We just need your name, email address, & phone number. We don't sell information. It just helps make sure it's you."
- We'll send you text messages and emails to tell you about coffee launches, drink launches and special discounts. You can opt out of these at any time if you don't want to receive those communications.
- You'll also receive the Coffee Geek Report which has all kinds of great info on things going on in and around SCC - what we're working on, like coffee stories, Brewing Change, and other exciting stuff!
- "Where is my data being held?"
  - On Square's Secure Servers. Neither Square nor SCC will sell or share your information to third parties.
- "I don't want to sign up, I want to keep using my punch card."
  - Ok, got it! Unfortunately we no longer accept punch cards - let me know if you change your mind! I'd be glad to help you get set up so you can keep earning free drinks and beans.

#### TO ACCRUE REWARDS POINTS ON A SALE

- At any point during the transaction - Enter the customer's [name, phone number, or email] by clicking "Add Customer" on the top right of your register screen
  - You will see the customer's name on their rewards account if they are enrolled in Coffee Geek Rewards
- From this screen you will see all the points the customer has earned through Coffee Geek Rewards
  - Note: The customer must be enrolled in Coffee Geek Rewards to redeem points.
- At the top right of the screen you'll now see the customer's name is added to the transaction.
  - Since you are in their account, the eligible purchases they make (beans and drinks) will earn points on their account.

#### MERGING MULTIPLE PROFILES

- See section on "Merging Accounts/From Another Account" below

#### TO REDEEM REWARDS:

1. At any point during the transaction (before the payment screen) enter the customer's phone number [or email]
  - a. At the top right of the screen in the beginning of the transaction click "Add Customer"
  - b. At any point during the transaction click the "Loyalty - Add Customer to Claim"
2. Enter the customer's phone number [or email] to redeem their points
  - a. If a customer has rewards available, you'll see "Rewards Available" after the tax amount
    - i. Inform the customer how many points they have and what kind of reward they can redeem for
3. The customer can redeem
  - a. 40 points: free drip up to 20oz, including Modifiers
  - b. 75 points: ANY free latte, Cold Brew, Tea Beverage, Brewed To Order, including Modifiers
  - c. 200 points: Free 1 pound coffee (Excluding Reserve coffees)
4. Select the reward the customer wants to redeem
5. Select "Add to cart" to add the eligible item to the order
6. Complete the transaction.
  - a. Once you've completed the transaction, the customer's new Rewards Points total will be visible on the final screen (after Receipt screen)

#### MOBILE CUSTOMERS

1. Sign up for digital loyalty from the app
  - a. On the checkout screen (Cart), customers will be prompted to enter their phone number.
  - b. If the customer is enrolled in Coffee Geek Rewards, their order will be automatically linked to their account and they can redeem points in their cart!
  - c. If a customer is not enrolled in Coffee Geek Rewards, they will become auto-enrolled when they enter their phone number, verify it, and enter their email from their cart.
2. How to redeem points on app
  - a. Customers who have points available to redeem can do so right from checkout - Kyoo will display
    - i. how many points are earned on their purchase
    - ii. how many points are available to them
    - iii. which rewards are available for redemption today

#### REDEEMING REWARDS DURING TRANSACTION

1. At any time during the transaction, add the customer's account to the transaction by entering their phone number.
  - a. At the bottom of the transaction screen you'll see "Loyalty - Rewards Available."
2. Select "Loyalty" to view the rewards available to the customer.
3. Let the customer know what they can redeem for today: Free Drip, Free Latte, or Free Beans

- a. If the customer has enough points to redeem multiple items, adjust the quantity of drips/lattes/beans.
4. NOTE: if the customer wants to redeem their points for an item that's not already in the cart, you'll see a prompt "No Applicable Items in the Cart."
  - a. Select either "Cancel" or "Add Item."

#### MERGING ACCOUNTS/TRANSFERRING POINTS FROM ANOTHER ACCOUNT

1. What if the customer has multiple profiles?
  - a. Note: Our goal is to ensure each customer has one profile with their phone number attached. Merging duplicate accounts is easy!
2. From the Square menu (bottom left) select "Customers"
3. Search by Customer Name: identify duplicate profiles
  - a. Verify the customer's phone number, if a phone number is available on one of the profiles
4. Select the preferred profile - the one that has the most information already - this will be the main profile that you'll merge other duplicate profile(s) into
5. Select "More" (ellipsis - top right)
6. Select "Merge Customer"
7. Enter the Name, Phone Number or Email of the customer info you wish to merge with the current (duplicate) customer profile
8. Choose the duplicate profile you wish to merge into the customer's main profile
9. Click "Merge"
10. You're done! The customer is all squared away with one profile instead of duplicates, and all their Coffee Geek Rewards will be in one place.

#### CUSTOMER NOTES:

1. On the payment screen the customer can see how many points they earned with their purchase
2. On the customer's receipt the customer can see how many points they earned with their purchase
3. Check a customer's points total:
  - a. From the transaction screen:
    - i. Enter the customer's phone number on the "Add Customer" screen
    - ii. View the customer's points total
  - b. From the "Menu >> Customers" Tab
    - i. Select the Menu icon from the lower left of the screen
    - ii. Select the "Customers" tab
      1. Enter the customer's phone number
    - iii. From here you can view the customer's profile including phone number, email, points total and available rewards
  - c. At the end of a transaction - after receipt screen
    - i. As long as the customer has been added to the transaction, their total points & points earned will show on the final screen (after receipt screen)
4. Customer questions:
  - a. What is the "Kyoo Service Charge" note on my receipt? What is this?
    - i. The Kyoo Service Charge is \$0.25 per transaction

- ii. This is per transaction rather than per item!
  - b. “How’d you get my info already?”
    - i. Many credit card companies and banks share basic info, like name, email, and phone number with Square when you make purchases. You can opt in or out of info sharing with your credit card company or bank.
  - c. Oh, I think my spouse/partner has a loyalty account - just put my points on theirs
    - i. No problem! You can add points to another individual's account by clicking “Add Customer” and adding the transaction points to their account instead.
  - d. Hm, I’m not sure! I think I might have signed up ...
    - i. No problem! I’m happy to check for you - I’ll just need to enter your phone number.
      - 1. No account found? Follow the steps for signing a customer up for Coffee Geek Rewards in the “AT THE REGISTER” section!
  - e. Why can’t I earn points on food?
    - i. We endeavored to build our digital rewards program as close to our old (punch card) rewards program as possible.
    - ii. Some cafes have different food programs, and we want rewards to be consistent for all customers across all of our cafes
  - f. I like using a punch card so I can fill it up and then give it to my kid for their free coffee allowance
    - i. No problem! We can add points to their account manually or use their account for loyalty
  - g. Can I redeem my Free Latte reward points for a free latte coupon?
    - i. Sure! We do want to let you know that a free latte coupon is redeemable for any 12oz barista crafted beverage, whereas in Coffee Geek Rewards you can redeem for any size, any barista crafted beverage. However if you’d like we can “cash out” your free latte reward for a free latte coupon, no problem.
5. How do we make this Remarkable for our customers?
- a. ALWAYS - 7th step - ask customers their phone number to add the transaction to their Coffee Geek Rewards account.
  - b. ALWAYS notify customers that they have rewards available & as much as possible let them know how close they are to rewards!
  - c. ALWAYS Speak Up to your Cafe Coach and Karen S with questions, please share your feedback and the feedback you’re hearing from customers.

#### DAILY PASTRY

All daily pastry items are available on the app and in person!

1. MULTI-DAY and/or PACKAGED SNACK ITEMS
  - a. All pastry items, including multi-day and packaged items are available on the app and in person!
  - b. These items need to be verified at close. Instead of “turning off” multi-day or packaged items - we will check them against Square inventory at the end of each day.
  - c. Estimated Time to complete PM Pastry Check: 5 minutes total
    - i. PRO TIP: Order up on packaged foods on fewer, consistent days to make this even easier
2. TO VERIFY SNACKS AT CLOSE:

- a. ADD/SUBTRACT ITEM QUANTITIES IN SQUARE:
  - i. Click the Menu Button (Lower Right)
  - ii. Click Items
  - iii. Click Categories
    1. Filter by "(6)" - this is the Bakery Category
  - iv. Select the Category - e.g. (6) Packaged SCC
  - v. Select the Item
  - vi. Scroll down to Stock; Click on Stock
  - vii. Select Stock Received
  - viii. Enter quantity received
  - ix. Click DONE
  - x. Click SAVE

## OTHER KEYS

Library menu button: You can search any item within this category

## RETURNS/ EXCHANGES - DO NOT REFUND ANYTHING WITHOUT A RECEIPT!

Similarly, if a customer is not satisfied with a product they may exchange it for another product of equal or lesser value, only if there is a receipt.

Exchanges: If a customer is exchanging a hardware item for an identical item, please do a refund in the POS (see below) and then ring up the identical product. This will even out the price, but creates a receipt that can be printed and given to your Café Coach. If the item can be resold, please stock it back on the shelf. If the item is faulty, please mark out the faulty item in the Miscellaneous Markout Sheet. Let your Café Coach know what the problem was by writing a note on the back of the receipt and leaving the item on their desk.

Return Policy: Stone Creek Coffee only accepts refunds if the customer has a receipt. Please DO NOT refund an item that is not accompanied by a receipt. Please make sure that you are printing receipts for all beans and merchandise being sold, in the event it will be returned.

If a customer would like a cash refund for a faulty hardware item, a receipt MUST accompany the item.

If a customer is unhappy with our return policy, please have them contact the Factory at (414) 270-1008 or email [customers@stonecreekcoffee.com](mailto:customers@stonecreekcoffee.com).

Mobile Order Refunds - Customers who order items we are out of, through the mobile app must be called and asked if a replacement can be made. You will not be able to edit the mobile order ticket. You will have to refund the customer for the item you no longer have, and if a replacement is requested, ask the customer to order the item through the app so the customer can be properly charged. Alternatively, if the customer does not choose to place the order and pay for it, you can type the item into the register and coupon the item off so it gets recorded in the system.

## HOW TO ISSUE A REFUND

NOTE: This is only allowed when a purchase is accompanied by a receipt.



1. To issue you a refund, tap the blue tab on the far bottom left of the screen.
2. Select Activity to open up all recent transactions.
3. You can search for the transaction you wish to refund by receipt number, card number or by swiping the customer's credit card or gift card.
4. Select transaction to refund.
5. Tap Issue Refund button on screen.
6. Enter the amount to be refunded if it is different from the entire transaction total (ex: customer only returns one item out of the 4 they bought. Enter that returned items total in the amount to be refunded section).
7. Select the reason for the refund.
8. Tap the blue refund button at the top right of the screen when ready to process the refund.
9. Please print a receipt from the refund transaction and staple to the returned item original receipt. Write details on the back explaining the situation. Please give this to your Café Coach.

#### HOW TO ACCEPT PAYMENT VIA CREDIT CARD

1. Once you are ready to charge a customer for their order, select the Charge button at the bottom right of the customer ticket box.
2. If customer is paying via credit card, simply charge the card by swiping through front of iPad stand. You can swipe from either direction, just make sure the cards magnetic strip is facing down and being run through the swiper.
3. If card is not going through, you may also enter card number in manually, by tapping the box under Card on the checkout screen and typing in number. Please try to avoid doing this as we are charged a higher rate when cards are entered manually.
4. Customer will then be presented with the option to leave a tip (\$1, \$2, \$3 or a custom amount if they choose). To allow them to choose an option, swivel iPad stand to face customer.
5. Customer will also be able to choose if they would like a receipt printed.

#### HOW TO ACCEPT PAYMENT VIA CASH

1. Ring up customers' items.
2. Tap Charge.
3. Tap the amount of cash given by your customer or tap Other Amount to enter a different amount. After entering an amount, tap Tender.
4. To complete the transaction, you can either print the customer a copy of their receipt or hit No Thanks.
5. You'll see the final confirmation screen after the transaction has been successfully completed.

#### HOW TO ACCEPT PAYMENT VIA GIFT CARD

1. Once you are ready to charge a customer for their order, select the Charge button at the bottom right of the customer ticket box.

2. If customer is paying via gift card, simply charge the card by swiping through front of iPad stand. You can swipe from either direction, just make sure the card's magnetic stripe is facing down and being run through the swiper.
3. If card is not going through, you may also enter the card number manually, by tapping the box under Card on the checkout screen and typing in the number. Please try to avoid doing this as we are charged a higher rate when cards are entered manually (plus it takes longer and is prone to error).
4. Customer will then be presented with the option to leave a tip (\$1, \$2, \$3 or a custom amount if they choose). To allow them to choose an option, swivel iPad stand to face customer.
5. Customer will also be able to choose if they would like a receipt printed.

## CASH REGISTER, GIFT CARDS & CREDIT CARDS

### HOW TO SPLIT TENDER (2 PAYMENT METHODS PER TRANSACTION)

- Tap the Charge button.
- Tap Split at the top-right of the screen.
- Tap Add Cash, Add Card or Swipe, Add Gift Card or Swipe, or Add Other, and enter the amount you'd like to charge for the form of tender.
  - NOTE: If the customer is paying with cash and another type of tender, always enter the cash amount first.
- If adding cash first, select the dollar amount on the screen.
  - Enter in cash amount payment.
  - Push Tender, select actual dollar amount given by customer, drawer will open.
  - If cash needs to be given back, do so at this time. Either print a receipt or select No Thanks.
  - Move on to the remaining payment type and either charge card or gift card.
- Tap Tender or Charge to process the payment.
- Tap Done to return to the payment screen.
- Continue processing the additional tender types until the entire sale has been completed.

### HOW TO REISSUE A RECEIPT

- Tap the blue button on the far bottom left of the main register screen.
- Tap Activity from the menu bar.
- Search for the transaction for which you would like to print a receipt.
- Tap Issue Receipt button.

### HOW TO LOAD A GIFT CARD

- Under the Merch tab on the main register screen, tap the "Gift Cards" button.
- Select the amount to add to the gift card. If you set up your gift card item without a price, enter the amount.
- Swipe or enter the gift card number to activate it.
- If you swipe the gift card, the amount will automatically load. If you manually enter the gift card number, tap Load.
- To add additional items to the sale, tap the arrow to return to your item library or tap the keypad icon.

- Tap Charge to complete the sale.
- You can also check a card's balance, by tapping the Gift Card button on the register screen then tapping the Check Balance button. You can then either swipe the card or enter the number manually to retrieve the balance.
- You can reload a gift card at any time – before or when the balance reaches \$0.
- The maximum value for a single gift card is \$1,000. You may not issue more than \$10,000 in gift cards to any single person in any one day.

NOTE: All gift card activations should be done as a separate transaction.

#### HOW TO DISCOUNT GIFT CARDS DURING GIFT CARD PROMO

NOTE: This is only to be used during gift card promotions.

- Activate or increment a gift card as you normally would (see previous section) with the promo amount the customer chooses (Ex: \$30, \$100, \$190, \$325, \$700) .
- Select the Discounts button.
- Find the discount amount that corresponds with the amount that the gift card is activated for (Ex: customer bought the \$100 gift card, but will only pay \$80, you would select the discount button GC Promo \$100 and the \$20.00 will be taken off the customer's transaction total).

#### HOW TO ENTER A CUSTOM SALE

- From the Square App, tap the keypad icon in the navigation bar.
- Enter a custom amount.
- Tap the orange + icon to add a separate custom item to the sale, or tap Current Sale and select the sale amount to adjust the quantity, taxes, discounts, and add a note.
- Swipe your customer's card when you're ready to check out. If you're manually entering this payment, tap the back arrow and the X icon to get back to the Charge screen.
- Tap Charge to manually enter your customer's card information or select a different payment method.
- Allow your customer to sign, tip, and select their receipt delivery preference.

#### HOW TO RUN A PAID OUT

- NOTE: Paid Outs must NEVER be run without the express permission of the DoR.
- Example of when Paid Outs may be approved by the DoR: Ice machine broke and we need ice to serve customers while we are awaiting the machine's repair
- If a Paid Out request is necessary, contact your Master Cafe Coach and/or the DoR.
- For approved Paid Out Requests:
  - Remove the approved amount of money from the drawer and purchase the items (e.g., 2 bags of ice). You must keep your receipt.
  - Tap blue tab on far bottom left of main register screen
  - Select Reports from menu bar
  - Select Current Drawer from menu bar on left side of screen
  - Tap Pay In/Out
  - Enter the amount of paid out, then a description for why the paid out was done. Tap the Pay Out button. Tap again to confirm.

- Return change from purchase, and put receipt with end of day reports.
- This will show up on your end of day printed reports, so no need to print a separate receipt from the register.

REMINDER: You are only permitted to run a paid out in the event the request is approved and you are asked by your Cafe Coach to perform this action at the register.

#### CASH

- Cash handling: After a customer gives you a bill, place it on the tray while making change. After you have counted their change back to them, put the money away. Place all bills face up and with the heads all facing the same direction.
- Check all large bills (\$50.00 and \$100.00 bills) with the counterfeit bill pen.

#### MERCHANDISE

- Press the Merch button to find all the hardware that SCC sells. Always give the customer a register receipt with the piece of hardware, in the event they need to return it or it is faulty.

#### HOW TO END A DRAWER SESSION – AT CLOSE

- Tap the blue tab on the far bottom left of the main register screen.
- Select Reports from the menu bar.
- Select Current Drawer from the menu bar on the left side of the screen.
- Tap End Drawer.
- Enter the total amount in the drawer.
- Tap End Drawer, then Confirm End Drawer.
- Take out the Cash Sales amount as the deposit.
- Keep a Drawer Report receipt and put it with a deposit.

#### HOW TO RUN AND PRINT SALES REPORT – AT CLOSE

- Tap the blue tab on the far bottom left of the main register screen.
- Tap Reports, then select Sales to see today's payment activity or tap Select Time Frame if payments weren't taken today or you wish to look up a different day's sales.
- To adjust the date of your report, tap the toggle icon at top left of the sales screen
- Tap the Custom button.
- Select the date and time frame for the report. When running the end of day report, start time should be 12:00am, End time 11:59pm of the current day.
- Make sure Show Items Details is off (toggle switch will be gray when turned off).
- Select This Device Only.
- Select All Team members.
- Select the Apply button at top right of the screen.
- You will be taken back to the Sales report screen. At the top left of the screen, select the printer icon to print the report on the receipt printer.

#### HOW TO REMOVE IPAD FROM STAND - AT CLOSE

- Pull out a small silver button on the lower left side of the stand display to unlock the iPad from stand.
- Press the eject button located on the backside of the iPad enclosure on the stand.
- Gently remove the iPad.
- *Note: some cafes have newer Square stands with integrated tablets, which cannot be removed at close.*

#### WHERE TO STORE YOUR IPAD OVERNIGHT

- iPads are expensive and fragile. In most cases, your iPad should remain secured in its stand overnight to charge, and to reduce the opportunity for the iPad to be dropped/damaged/broken.
  - Please confirm appropriate closing register protocols with your Cafe Coach.
- If your cafe must remove the iPad from its stand: Always store your iPad securely in the backroom of your cafe. Your iPad should be locked in a cabinet that only team members have access to.

#### POS REVIEW GUIDE

- Discuss with your Cafe Coach how you would ring in each transaction below:
  - \_\_\_\_\_ Medium Latte to go
  - \_\_\_\_\_ Large Blended Vanilla
  - \_\_\_\_\_ 1lb of Seasonal Blend
  - \_\_\_\_\_ Bottled Water
  - \_\_\_\_\_ Coworker buys oat milk for their 8oz latte
  - \_\_\_\_\_ Earl Grey Tea to go
  - \_\_\_\_\_ Coworker buys a prepack bag of GBE
  - \_\_\_\_\_ Small Caramel Latte and a toasted bagel
  - \_\_\_\_\_ Orange Juice
  - \_\_\_\_\_ \$10.00 Gift Card
  - \_\_\_\_\_ 20oz Boston Latte with extra espresso shot
  - \_\_\_\_\_ Hot Tea and a toasted danish for here
  - \_\_\_\_\_ 2nd Refill of Coffee
  - \_\_\_\_\_ Large Cappuccino
  - \_\_\_\_\_ Customer would like refund for faulty mug
  - \_\_\_\_\_ 12oz Mocha for here
  - \_\_\_\_\_ Coworker buys a Large COD without their own mug 30 mins after their shift
  - \_\_\_\_\_ 16oz Caramel Steamer
  - \_\_\_\_\_ 1lb Cream City & 1lb of Seasonal Composition. Customer gets 1lb free because of bean card and would like their FREE Latte
  - \_\_\_\_\_ 20oz Mocha.....Customer changes mind, VOID the 20oz Mocha and ring in 16oz Mocha
  - \_\_\_\_\_ The customer would like a receipt for their purchase but it was not the previous transaction.
  - \_\_\_\_\_ Large Darker Roast Coffee

#### KYOO: SCC MOBILE APP

- KYOO is powered by Square. Mobile Orders can only be received when Square is open at our cafe.
- Customers are able to place Mobile Orders during regular cafe operating hours, from 10 minutes before open to up to 10 minutes before closing time.
- Mobile Order Tickets are automatically printed 10 minutes before their pickup time. Each cafe is equipped with a dedicated Mobile Order Printer.
- Register baristas will cupmark, prep and complete Mobile Orders in the order in which tickets are received.
  - If an in-person order and a Mobile Order are received at the same time, teams will prioritize the In-Person Order.
- Mobile Orders received will print one ticket: this ticket must travel with the order until the order is completed, and the ticket must be affixed to the finished order.
  - Always attach the Mobile Customer Ticket to the top of the cup or the front of a handle bag with a lid sticker.
- All cups will be marked “MO + Customer’s Name” on the customer name line to indicate the item is for a Mobile Order.
  - Mobile Orders containing more than one drink will be staged in a drink carrier.
- Mobile Orders containing any merchandise, or more than one bakery item, will be staged in a handle bag.
  - “MO + Customer’s Name” must be written on all cups and/or bags per each Mobile Order.
- All Mobile Orders will be completely assembled and verified against their Mobile Order Ticket in the Staging Area.
  - Once a Mobile Order has been assembled and verified with a Customer Ticket attached, the order is moved to the Mobile Order Pickup Area.
  - Mobile Orders must be prepared within 10 minutes of being received at the Mobile Printer.
  - Any Mobile Orders which are not picked up after 20 minutes should be removed from the Mobile Order Pickup Area.
  - Baristas will offer to remake beverages which have been sitting unclaimed for more than 20 minutes.

#### KYOO REVIEW GUIDE

- Discuss with your Cafe Coach what actions you would take in each of the following scenarios.

\_\_\_\_\_ While taking an in-person order at the register, a Mobile Order is printed during your transaction.

\_\_\_\_\_ A customer arrives for their Mobile Order pickup, and states their order is incomplete.

\_\_\_\_\_ You prepare a Mobile Order, and half an hour later the customer has not arrived for pickup.

\_\_\_\_\_ You receive a Mobile Order for a pastry item that has sold out.

\_\_\_\_\_ Your cafe is sold out of Boneshaker beans, and you will not have more before tomorrow morning.

\_\_\_\_\_ You are completing Closing Pastry Tasks. What Mobile Order task do you need to complete?

- \_\_\_\_\_ You are completing Opening Pastry Tasks. What Mobile Order task do you need to complete?
- \_\_\_\_\_ Your Mobile Printer does not seem to be printing tickets.
- \_\_\_\_\_ The cafe's WiFi is down.
- \_\_\_\_\_ You receive customer feedback about our Mobile App Menu offerings.

## GIFT CARD GIVE BACK

- SCC does the Gift Card Give Back (GCGB) approximately three times a year as an extension of our existing loyalty program.
- By having the customer budget their money ahead of time and investing in our company, they in turn get the value/benefits in the form of free money.
- We offer a lot of deals and discounts to our customers because it's remarkable.
- Buy a GC and get money on top. Use it to buy those beans, get points added to your loyalty account to earn a free pound and a free latte on top. This builds loyalty and wins fans!
- Each customer who purchases a gift card is committed to spending money with us (and not our competitors) for weeks or months!
  - Customers are more willing to purchase additional items, tip more generously, and come in more frequently when they have money on a gift card to spend.
  - Chances are that they'll remain regulars even after their gift card runs out which leads to fans won!
- The GCGB gives us guaranteed revenue that can be used to invest in the growth and future of our company like buying amazing new coffees, building new stores, and remodeling older ones!

## HOW DO WE SELL GIFT CARDS

- Start by building anticipation with your customers by talking about this give back weeks ahead of time.
  - If customers don't know it's coming they can't save a bulk of money to put on a GC.
  - e.g. - Tom you have \$45 left on your card, the sale is in December! Start saving for the big one!
  - Post the Countdown at least 1 week prior to the GCGB.
- Remind customers of the approaching end date to help keep GC sales afloat in the last week of sales.
  - Marketing material: Make small chalkboard signs to bring awareness of the Promo.
    - Place these on condiment areas, drink pick up, at tables, everywhere!
  - Attach chalkboards to both sides of our glass door using suction cups. Greeting them when they walk in, telling them "DON'T FORGET" on their way out!
    - It's effective to create new chalkboards throughout the giveback. A new sign attracts new attention and encourages customers to re-read it!
  - When someone doesn't seem interested, give them one of the GCGB business cards! They'll find it in their pocket and will probably have more time to think about how much they can spend at once.
- Make it personal! Do not say the same thing to every customer.

- They pick up on that really quickly and will think we are treating them as a group rather than an individual customer.
- Customers want to buy from people who legitimately believe in the product as opposed to a sales pitch.
  - With this in mind, keep the mood light and playful.
  - Use humor effectively but never at the expense of the value of the promotion itself because that might work against the credibility or legitimacy of value.
  - It helps to play off each other, too - if two people are on the floor, the barista can follow up with customer, "So, did \*register person\* Tell you about our gift card give back?"
  - If three people are on shift, the third person should support the register person as well by also engaging the customer. This is a team effort!
- Establish credibility by referencing your coworkers.
  - "My team is going in on the \$700 one and splitting it 5 ways."
- Don't pick and choose who you think will want a gift card instead ask every customer, people surprise you! I sold a \$700 gift card to a woman I had never met before during her first week at her new job.
- Avoid yes/no questions instead have the customer explain why they aren't taking advantage of the sale, because you may be able to ease their concerns if you know what they are.
- Assess a customer's needs based on their transaction
  - Help them do the math and emphasize the value they are getting out of the gift card!
  - If your regulars ran out of money last time and they try to get the same increment, remind them and explain how they will save more money with this one, instead of reloading in between gift cards.
- Let the customer know they can track their card if lost if they record the number on the back of the gift card.
  - Instruct them to take a picture or write it down in a safe place. This way we can connect them with Customer Care to transfer the remaining balance if the card is ever misplaced or lost.
- Be honest, this is a great deal for them!

#### NO CLEAR ANSWER: A GUIDE TO STELLAR CUSTOMER SERVICE

- SITUATION 1: A customer drops or spills their drink.
  - Remake the drink and give it to the customer for free, no questions asked. ("Don't worry; I will make you another latte!").
  - DO NOT RESPOND WITH: "We will have to charge you if I make another drink."
- SITUATION 2: A customer says an team member made them a promise but there is no documentation
  - Example: a "discount" you are unaware of, a free drink next time they were in, etc.
  - First, it is important to document any of these instances, to avoid this situation with a customer.



- Make a note of the event and share this with your Cafe Coach right away.
- If it happens, get some more information from the customer (do they recall a name of the barista, a date that this occurred, the reason behind this?) Use your judgment, and when in doubt, err on the side of “Remarkable Care.”
- Did they say they’d be given a free drink?
- Give it to them! Explain to them that in the future, that card is only good for redeeming barista crafted beverages, up to \$4.25 value. (“What did the barista you spoke with mention to you? Ok, I can do that for you today!”).
- DO NOT RESPOND WITH: “No one told me this, so I can’t do it for you.”
- SITUATION 3: Your cafe is out of a product.
  - Notify your Cafe Coach immediately.
  - Call around to other nearby cafes to see if you can borrow some of their products.
  - Have someone from your cafe pick up the product at another cafe (coordinated through your Cafe Coach).
  - If a customer orders something that is out, apologize that you are out of the product.
  - Let them know that you are in the process of getting more (because you should be!) and offer them something else instead.
  - Give them a free latte coupon for next time or their drink “on us” that time.
  - DO NOT RESPOND WITH: “Sorry, I guess we are out.”
- SITUATION 4: You run out of a product after you have already rung through the transaction.  
Ex: Blueberry muffin.
  - Apologize and let the customer know that unfortunately you were mistaken and are sold out for the day.
  - First, offer other similar products instead.
    - “I am sorry, but it looks like I was mistaken and we are actually already sold out of the blueberry muffins for today. Could I interest you in this other muffin? It is my favorite and I think that you’ll love it!”
  - If necessary, give them a free latte coupon as well as the alternative product they purchased.
  - Last Resort: Offer a refund to the customer and give them a free latte coupon for the inconvenience.
  - DO NOT RESPOND WITH: “Oh, we are out of blueberry muffins.”
- SITUATION 5: Your grinder stops working and you cannot grind beans for a customer as requested.
  - Notify your Cafe Coach & place an emergency maintenance request (See Maintenance Request Protocol).
  - Tell the customer that your grinder is down and apologize for the inconvenience.
    - “I am sorry, but our grinder is being fixed and we cannot use it to grind your beans, but if you visit any other SCC cafe, they will be more than happy to grind them up for you! Here is a free latte coupon for next time because of the inconvenience.”
  - Let them know that they can take their beans to any SCC location and it can be ground for them.
  - Offer them a free latte coupon for the inconvenience.
  - DO NOT RESPOND WITH: “Our grinder is broken, we can’t use it”.
- SITUATION 6: Stone Creek Coffee Tech Team is in your cafe working on the espresso machine.

- Consult with the Tech Team upon their arrival to determine what you can and cannot do and how long the fix will take.
  - Example: Are you able to still pull shots and steam milk even if they are working on the espresso bar?
  - If the bar is down and you cannot use it, notify the customer immediately that the espresso machine is being fixed and is not in operation.
    - Tell them an expected time that it will be back up.
  - If the customer was planning on ordering an espresso drink, apologize for the inconvenience and let the customer know what options are still available. (Ex: cold brew, hot coffee, etc.)
    - Tell them “It’s on us today!” In addition, give them a free latte coupon for next time.
  - “I am sorry, our espresso machine is being worked on, but have you tried our Cold Brew?”
- DO NOT RESPOND WITH: “Our bar is broken; we can’t make that latte for you.”
- SITUATION 7: You are scheduled to open and wake up late.
  - Call the Cafe Coach IMMEDIATELY.
  - Give them an estimated time that you can get in there by.
  - Is there someone who comes in next? Call them and see if they can come in early.
  - Get into the cafe as fast as you can.
  - Open as fast as you can and distribute free latte coupons to any customers who were waiting or let them know that their drink “is on us today”
    - “I apologize for the inconvenience of opening late. Your drink today is on us!”
  - Fill out an “Unforeseen Absence”.
  - DO NOT RESPOND WITH: “My alarm didn’t go off.”
- SITUATION 8: A customer brings back beans that they bought but do not like.
  - Apologize to the customer for their dissatisfaction.
  - Talk to the customer and find out what they did not like about the beans.
  - Try to gauge what you think they will like and recommend that coffee to them as a replacement.
  - First, try to exchange the coffee for another type of coffee (they do not need to provide a receipt in this instance).
  - Last Resort: If the customer has a receipt and does not want to try another coffee, give them a refund.
  - DO NOT RESPOND WITH: “We can’t exchange open coffee bags.”
- SITUATION 9: A customer brings back used merchandise that they bought but do not like. (Any returns of merchandise that is not used and is accompanied by a receipt can be handled in cafe).
  - Apologize to the customer for their dissatisfaction.
  - Mention that all used merchandise returns need to be performed by the Customer Care Team at the Factory.
    - “I am sorry that you did not like the French Press that you purchased. Because it has been used already, the return would need to go through our Customer Care Coordinator at the Factory. Here is her phone number;

I know that she can help!”.

- Provide the customer with Customer Care Coordinator’s business card and let them know that the Customer Care Team can further assist them.
- DO NOT RESPOND WITH: “Too bad, you opened it and used it.”
- SITUATION 10: A customer in line is on the phone and is not communicating their order to you.
  - Do not be rude. Remember, we are customer centric and we Create Remarkable Care.
    - “Welcome to Stone Creek Coffee. I’d be happy to get you started, what drink can we make for you today?”
  - DO NOT RESPOND WITH: “I can’t help you until you are off the phone”.

#### HOW TO DOCUMENT RETURNS, REFUNDS OR EXCHANGES IN THE POS:

- Please consult with the “Cash Register, Gift Cards and Credit Cards” Section to perform these functions.
- Remember: all merchandise returns must be accompanied by a receipt!
  - NOTE: if the customer does not have their physical receipt, but does have the card they used to purchase the product and they purchased the product in your cafe, you can look up their purchase history in your register under the “Transactions” section. If the initial purchase transaction occurred in your cafe, you’ll be able to reprint two receipts - one for the customer, and one for the cafe to keep in the register.
- For any item(s) that are being refunded, use the refund function in the register. NOTE: pay close attention to the method of payment you are using - payment method and refund method must be identical.
  - Example: do not issue a CASH refund for products that were purchased with a card.
- For any item(s) that are being exchanged, use the refund function and then ring up the drink/pastry/beans that they are being exchanged with.
- If these product(s) cost less than what was initially paid, give the customer the price difference per the POS refund transaction.
- If the exchanged product(s) cost more than the original product(s) “Other Coupon” the cost difference is up to \$3.00, bringing the customers total due to \$0.00.
- For any coffee or pastry item(s) that are just given away, ring up the item and “Other Coupon” the price. Keep in mind that you are allowed to give away up to \$10.00 in coffee/pastry products (not merchandise) to handle these unique situations.
- IT IS CRUCIAL THAT THERE IS A REGISTER RECEIPT PRINTED AND A NOTE WRITTEN ON THE BACK DETAILING THE SITUATION EVERY TIME. GIVE THIS RECEIPT TO THE CAFÉ COACH TO TURN IN WITH THEIR RECAP BINDER.

NOTE: If a customer is still unhappy with their experience, even after you have tried several customer centric options, have them email [customers@stonecreekcoffee.com](mailto:customers@stonecreekcoffee.com) or call 414-270-1008 to speak with our Customer Care Coordinator.

- What you can say: “I am very sorry that we weren’t able to make it right today. We want

to make sure that we correct this situation. If you call our Customer Care Coordinator, I know that our Customer Care Team will be able to ensure that things are fixed.”

Use your judgment! If you feel uncomfortable at any time because of an irate customer and/or think we are getting scammed, refer the customer to call our Customer Care Coordinator at 414-270-1008.

- What you can say: “I am sorry that you are still unhappy with your experience. If you call and speak with our Customer Care Coordinator, the Customer Care Team will be able to assist you further.”

#### FINAL THOUGHTS:

Put yourself in the customer's perspective and view your cafe through their eyes. Does the condiment cart need restocking? Restock it before a customer needs to ask. Does the toilet look dirty? Clean it before the next customer uses it. Can you tell that a customer does not like their drink? Tell them that you can make something else before they even ask. By viewing the café in your customer's eyes, you will win fans (which is your metric of focus and part of your role description!). A happy and satisfied customer will come back again and again. #BeUrgentToTheCustomer #CleanTheCorners #CreateRemarkableCare

## 101\_ IN CAFE TRAINING STONE CREEK BAKERY

Located in the Factory, the Stone Creek Bakery is a coffee-centric kitchen focused on creating baked goods that our customers can enjoy with their coffee. The Bakery works all day to prepare the cafe orders which are baked off in the evening and delivered to your cafe overnight in time for you and your early rising customers in the morning. The Bakery works 363 days a year in order to prepare scratch made pastries that are made daily for ideal freshness. Everything is made in house from scratch.

#### BAKERY RESOURCE MATERIALS

Please review the digital “Bakery Resource” materials, accessed online from cafe registers via the Employee Blog. Cover each bakery item currently offered and discuss the items with your coach. An ingredient list and nutrition fact sheet of each pastry item can be found within these Bakery Resource materials. Nutrition information, such as calorie counts, can also be found within each item's description on our Mobile App menu.

*Please note: the Bakery is **not** a soy free/egg free/nut free/gluten free/dairy free/bee pollen free facility and cross contamination with these products is possible.*

#### PASTRY BOXES

SCB pastries are delivered to the cafes in plastic pastry boxes. Each cafe has at least two boxes. These boxes **MUST** be returned every night in order to receive pastry the following day. The closer must leave the pastry box out after closing in a visible area for the delivery driver to pick up. If a pastry box is left in the cafe, it must be brought back to the SCB or pastries will not be delivered the following day. If pastry boxes are routinely forgotten about, performance documentation may occur. This also includes bins that contain refrigerated items.

## MARKOUT/INVOICES

Pastry invoices come attached to the plastic pastry box with the delivery. Each pastry item must be checked in on the invoice. If an item is missing or broken in the delivery, make a note on the invoice and write your initials at the top of the page. If the order is accurate and undamaged, simply write your initials on the top of the invoice to indicate you have checked in the order.

- Once the pastry has been checked in on the invoice, the invoice must be placed where all café invoices go (Your Cafe Coach will show you where to keep invoices).
- Mark out sheets must be filled out at close.
- Expired pastries (except cold case items or any items containing cream cheese or frosting) should be placed in a pastry box to be donated.
- Please reference your expiration guide to accurately mark out pastries and to keep items as fresh as possible. Packaged items have a mark-out date on the package of the day they should be pulled from the store.

## SPECIAL ORDERS

Please place orders 48 hours in advance. Due to seasonality, menu items and prices are subject to change. No substitutions please.

Sometimes, customers wish to place special (or larger) bakery orders. In the event a customer asks you for help placing a special pastry order, please gather their information and relevant details. Record the customer's name, contact information, their desired pickup date/location as well as the items and quantities they'd like to order. Notify your cafe coach right away, and leave the customer's order information on your coach's desk in the backroom.

Always let your Cafe Coach know immediately when a special order is requested. It is the Cafe Coach's responsibility to place this special order in LIVE. Once the order is placed, they must contact the Bakery Director to confirm the order.

Only Stone Creek Coffee team members are allowed behind the counter and only during their scheduled shifts.

## CLEANLINESS

- Everything needs to be spotless, inside and out, top to bottom  
#CleanTheCorners
- All floor mats must be in place and clean.
- Bean drawers, bins, and cabinets: All drawers, bins, and cabinets should be filled neatly and clean.
  - When restocking, the old coffee should be taken out and new coffee added. First In, First Out (FIFO). The older coffee is added to the top (or front).
    - Always check for the oldest roast date when taking beans out of storage.
    - When adding coffee to a drawer it should always be wiped out with a dry paper towel.
- Multi-Compartment Sink: All cafes have a compartment sink for dishes:
  - Compartments must be utilized only for their express respective purpose.
  - Sink compartments must be filled appropriately and changed at least every 4 hours.

- Sink areas must remain organized, tidy and dry, including the floor in front of the sink area.
- Cabinets: Closed completely at all times when not in use.
  - Inside all cabinets should be clean and free of coffee stains or grounds.
    - If you encounter one that is dirty, clean it.
  - Garbage cans: All cans must be clean and lined and emptied regularly throughout the day.
    - At close, all garbage must be empty, clean and lined.
- Towels: Between 4 -7 in the cafe.
  - Steam wand towel(s), bar towel, and portafilter towel must never be cross contaminated.
  - One clean dry towel for tidying up a messily prepared drink may be kept under the bar, and one extra surface towel for wiping down counters and condiment carts are acceptable.
  - Any towels that are not clean and dry must either be submerged in sanitizing solution or rinsed, wrung, and hung on towel racks to dry before being placed in the towel hamper
- Dirty dishes: All dirty dishes belong in the sink or bin.
  - Dishes need to be hand washed before sanitizing in a four compartment sink.
- Keep countertops clean and free of clutter.
- Cash register: Keep clean on all sides and underneath.
  - Look from the customer's view: are there marks or scuffs on the iPad stand? Remove these with a magic eraser.
- Front refrigerator: All items are fully stocked, with the oldest product in the front (FIFO).
  - The entire inside is wiped clean.
  - Clean behind and under the refrigerator with Simple Green once a week.
- Espresso bar: All towels are in their correct spot.
  - Milk pitchers are rinsed and wiped clean.
  - Espresso grounds are cleaned up.
  - Steam wands are clean with no residue.
  - Shot glasses are free of any residue.
- Milk towel bins: Refresh milk towel bins frequently throughout the day.
  - Clean up any spills.
- Brew Bar: All pre-portioning tins should be filled with the appropriate amount of coffee and labeled with the roast date.
  - V60 brewer should be present, clean, and ready to be used.
  - Filters are stocked.
  - Grind vessels are clean.
- Coffee should be 4 days post roast before using it on Brew Bar.
  - Coffee that is > 14 days from its roast date should be used for COD.
- Fetco Coffee Brewer: All surfaces of the brewer and shuttles are clean including the top.
  - The brew baskets are kept in their slots.
  - The insides are a shiny silver, Urnexed a minimum of twice a week using a green scrubby, and the nozzles are removed and soaked in Urnex twice weekly.
    - To wash the funnel and display screen, run water through the funnel, but never submerge the full assembly. Simply wipe the display screen with a clean, damp, towel.

#### EMPLOYEE BEHAVIOR

- Be friendly, pleasant, helpful and positive.
- Keep drinks out of the customers' sight and avoid cluttering areas with mugs and other items. All team member beverages must be secured in a vessel with a tight-fitting lid.
- Don't eat behind the counter, this is a health code violation.
- Be mindful of personal hygiene when presenting to your scheduled shifts.
- Remember that you are representing Stone Creek Coffee.

#### BAR AREA

- Tea Tins: Should be full and sealed.
- Smoothie Mix: Mango & Strawberry Banana Mix must be refrigerated after opening. The tops of smoothie mix containers must be dated 10-days from their opened-on date.
- Syrups: All house-made syrup bottles must have an expiration date. All syrup bottles must be closed with a tethered syrup cap at close.
- We currently offer 6, 1883 syrup flavors for customer drinks: Hazelnut, Peppermint, Cinnamon, Sugar Free Caramel, Sugar Free Vanilla, Sugar Free Hazelnut. All of the syrups can be added to any of our drinks. If a customer orders a pump of syrup in any drink other than drip coffee (i.e. Cold Brew), please make sure to charge them by selecting the "Add Syrup" modifier in Square.
- Cafe teams are responsible for preparing the following syrups in the cafe: Any current seasonal offerings communicated on the drink recipe cards.
- Stone Creek Bakery will prepare and deliver the following syrups when ordered through LIVE: Vanilla Bean, Lavender, Pistachio Cardamom, Horchata, and several seasonal drink syrups. These need to be refrigerated before use. Once you put them into a squeeze bottle to use in cafe, please keep that bottle out until it is empty. For more information, reference section Cafe Operations and Expectations for a detailed dating guide.
- Wash the whipped cream dispenser out every time it needs to be replenished. If the cafe is busy, give the dispenser a good rinse, refill and wash the next time it is empty. Be sure to note the expiration date on the dispenser.

*Cafe Coach, please have your I-Book, Mark-Out book, Digital Resources, and daily checklist ready.*

#### OPERATIONS:

Daily checklists: Use the daily checklists as a guide to operating your cafe. Initial when you have completed a task. Never initial until you have fully completed the task. All individual items must be initialed by the team member who completed the task. Do not start more than one project at a time.

Daily projects: Your Cafe Coach may have daily projects for you to do. Daily projects must be completed before your shift ends. #KeepYourCommitments

I-Book: Find your cafe's I-Book. The I-Book is where notes, messages, and important information are kept. You must read the I-Book for important updates at the beginning of every shift.

**Weekly Ops Recap:** The Weekly Recap is distributed every week. In the Recap, you will find important notes, job openings, launches, etc. It is imperative to read the Recap each week to ensure that you are not missing any important information such as upcoming launches.

**Employee Newsletter:** The Employee Newsletter is sent out every two weeks on Mondays and contains the Core Commitments, Hero Shout-Outs, Company Going-Ons, Anniversaries, Birthdays, Welcomes, and Current Job Openings.

**Coffee Resource Materials:** This “book” contains the Coffee Notification sheets. These sheets come out when there is a new coffee launching. Please be sure to read this before the coffee launch so you know how to communicate this new coffee to customers. On the back of these sheets are spaces for you to write down your tasting notes for each coffee.

- <https://www.stonecreekcoffee.com/2022/03/21/coffee-notification-sheets/>

**Bakery Resource Materials:** This “book” contains all the ingredients and allergens that go into our bakery. It is important to know where this book is kept if you need to reference it for a customer.

- <https://www.stonecreekcoffee.com/2022/03/30/bakery-resource-guide/>

**Mark-Out Book:** Find the mark-out book. The mark-out book is used when you cannot sell something you normally should sell. (Ex: an exchanged item of merchandise or hardware, a dropped pastry, etc.) Review the mark-out book with your Café Coach.

**Condiment Counter:** Stock the condiment counter throughout the day. All sugars, stir sticks, milks and napkins should always be well stocked. At close, the garbage cans need to be emptied, and the cupboard cleaned. The condiment counter should be moved and cleaned under and behind if movable.

**Pastries:** All bakery is made daily at the Stone Creek Bakery at the Factory. Refer to the Bakery Resource Book for ingredient information. We cannot guarantee that items have not been in contact with other allergens though we practice careful allergen handling procedures.

**Pastry Delivery:** You are responsible for comparing the pastry delivery to the invoice before opening. If a pastry item arrives at our café already broken or missing, make a note of it on the invoice. Also, note if you receive more or less of an item. If you received something that you did not order (and the correct café is listed there), please contact the Bakery Team Leaders and the Café Coach to whom those items belong ASAP. If the delivery arrives too late for you to set out the pastry before opening, note when it was delivered. Initial the invoice. Your Café Coach will show you where to keep these invoices.

**Pastry Donation:** Daily pastry items cannot be sold in our cafes past the day they were received, however they can be donated! SCC works with the Milwaukee Rescue Mission to donate eligible items. “Eligible items” are daily pastry items like muffins, scones, and danishes. Noneligible items are things that must be refrigerated, such as our Stuff’d Breads or other cold case items. Donatable items must still be recorded as markout at the end of the closing shift, and then placed inside plastic pastry boxes for our Delivery team to pick up.



Running out of a product - If an item sold on our Mobile App runs out, inform your Coach. Items such as daily pastry items, beans, and merchandise can sell out during the day. However, pastry should be tracked for you through the POS and it should not need to be manually updated. However, once you sell the last of an item, immediately inform your Coach and ensure that the item is removed from your cafe's app. This way you will not need to call a customer later to inform them of the gap in their order, issue a refund, or navigate an equal-value substitution.

Broken or dropped pastries: If you drop or damage a pastry item, mark it out on the miscellaneous mark out page.

Rotating stock: All products must be rotated on a first in first out basis (FIFO). Drinks, mugs, saucers and spoons: Locate mugs and accessories used for drip coffees and espresso drinks for in café consumption. Learn which are served together in specific configurations based on a customer's order.

Cups: Use a single paper or plastic cup for all to-go milk based beverages. Use a single paper cup with a cup sleeve for any drip coffee, americano, tea. Use two cups upon request only. For example, a customer orders an 8 ounce americano and doesn't have the proper sized sleeve to keep their hand safe from heat - you may offer them a second paper cup, but please note that the lid must be securely fastened to the first cup prior to double cupping.

Lids and Hot Cup Seams: Do not touch the mouth opening with your fingers when placing lids on cups. Make sure that the mouth opening hole on hot lids does not line up with the seam on the hot cups. If they are lined up, it can cause the cup to leak. Please make sure to not line these up when putting on the lid in order to avoid leaking coffee on the customer.

Recycling: Each cafe has recycling bins for paper, plastic and glass. Our seasonal and year-round 1lb bags are also recyclable. Please know where these bins are at your cafe.

Composting: Composting Programs are active in our North Shore, Metro Milwaukee, and Wauwatosa area cafes. Please see the Composting Guide and Infographic tools in your cafe, and be sure you understand what is/isn't compostable as well as how to care for your composting tools/bins.

## URGENCY TO CUSTOMERS

Our goal is to serve customers, whenever possible, within 5 minutes from arriving in line to getting their drink.

- Communicate a sense of urgency and care to customers by stopping checklist tasks immediately to serve them.
- Greet every customer.
- Support the barista on the bar with re-stocking, making whipped cream, and rinsing out the blender pitcher/steaming pitchers, if able.

## MOBILE ORDERS

When Mobile Orders come in, tickets will print automatically. You will have 10 minutes to complete the order before the customer is expected to arrive.

- If helping a customer at the register, finish helping that customer. You may help up to two more customers in line before taking care of the printed tickets.

## CAFE FLY-BYS

Cafe Fly-bys must take place hourly at a minimum. Fly-bys consist of one barista who walks around to all tables in the cafe to check on the customers.

- This barista will check for trash and dirty dishes as well as offer drip refills to anyone who may need one.
- Baristas can also offer to retrieve or help with anything else a customer may want.
- The purpose of the fly-by is to take care of our in-house guests and keep the customer space clean.
- Fly-bys will also include-bathrooms upkeep, vestibule check, and spot sweeping.
- Keep in mind that the outdoor seating is part of your fly-by as well.

## 6 STEPS

ALL baristas are responsible for using SCC's 6 Steps for Remarkable Care with every customer, no exceptions:

- Hello/Greeting
- Name
- Food Offering
- Green Drink
- Clean Space
- Thank You

## CAFE STAFFING

When 2 team members are working, one team member should be on the espresso bar making drinks and the other team member should be on the register, getting drip coffee and pastries.

- Both team members can help keep the café picked up (tables clean, condiment cart clean and stocked, dishes washed) when there is time.
- Customer names, cup marking and drink calling must be used at all times, no exceptions.
- The register person should prepare syrups for espresso drinks for the bar person.
- When appropriate, the register person can assist the bar person with making drinks, if no one is in line.
- When 2 team members are working and the bar barista is not making a drink, that barista should help the next customer in line.
- The customer is always the priority. (Example: The barista asks the customer next in line: "Can I get a drink started for you? What's your name?")

When 3 team members are working the third person's primary responsibility is to help the line making sure to get the customer's name, cup mark, call the drink to the bar barista and communicate it to the register person.

- The third person must also offer and get pastries, grind whole bean coffee and keep the cafe clean.
- The third person is also responsible (once certified) for assisting the bar barista if the bar barista needs help.
- Stay on your station, while communicating with your coworkers and assisting each other.

When 4 team members are on the floor, there is a designated register person, a designated bar barista, a third barista for assisting the line and brewing COD, and a fourth barista is designated to double bar and maintaining a clean space.

- As always, the customer line is the priority. If there is a long line of people, we will be most urgent to the customer.
- The register person, bar barista, and third person help the line until the bar barista receives a drink to make.
- Fourth person will continue cleaning until they are needed to assist the bar.
- If there is no line, all team members are responsible for keeping a clean space and working on checklist tasks.

#### OTHER THINGS TO NOTE

- There are times when cafes will staff more than four people. Please see cafe specific processes for how to function in your station to best serve the customer.
- Cafe Coaches will assign roles in Paycor scheduling so team members are aware of their station going into their shift.
- Team members must stay in their designated positions for the scheduled amount of time unless instructed otherwise by their team leader.
- Team members must verbally communicate with each other when changing positions.
- Using customer's names is very important. It is a basic expectation that you use customer names 100% of the time, regardless of their order. Make asking for the customer's name a conversation.
- Communication: Greet every customer as soon as they enter the cafe, and keep them informed and acknowledged. Ensure greetings happen as soon as you see the customer - before they make it to the register!

#### AFTER THE RUSH

Following our rush, it's important that all team members work to set up the next set of team members by resetting the cafe and catching up on the checklist. What to do after a rush:

- Clean tables and counters
- Clean and restock condiment cart
- Clean and organize pastry case
- Prep dispensers for brewing/Rebrew COD
- Clean bar (before leaving bar) and Backflush if necessary
- Do all the dishes
- Initial priorities are any customer areas.
- Complete all assigned checklist tasks

At any time when the register person is not helping the customer, the register person is responsible

for brewing COD, maintaining the condiment cart and customer tables, restocking bean shelves, cleaning and replating pastry cases, cleaning the back counter of crumbs, spills, and grounds, working on checklist tasks, and doing hourly fly-bys. The register person should be communicating with their team member on bar to ensure total checklist completion.

At any point when the barista scheduled on bar is not helping a customer or serving drinks, they are responsible for brewing COD, maintaining the drink handoff area, maintaining the mobile drink handoff area, restocking beans, restocking cups/lids/coffee sleeves, wiping counters, dishes and doing fly-bys. The bar person should be communicating with their team member on register to ensure total checklist completion.

Maintaining a smooth workflow, clean work areas, and a positive attitude help each of us contribute to a healthy and enjoyable work environment. Your feedback is incredibly helpful - so please Speak Up sharing your ideas and perspective to help your cafe continually NSL and grow!

**102\_ IN CAFE TRAINING**  
**CLEAN SPACE RUBRIC**

**CLEAN SPACE RUBRIC**

The Clean Space Rubric is the first section of the Cafe Assessment Rubric. The Director of Retail and Master Coaches work in collaboration together to regularly review our spaces, customer interactions, and beverage quality. On a regular basis, you will see folks in your cafes, taking note of these things. They are there to learn about your space and provide an assessment of your cafe’s performance. This process helps company leaders determine how they can best focus their attention and improve our cafe experiences.

The Clean Space Rubric is divided into nine sections to help clarify what clean space expectations look like and where improvements may be needed. Below you can see how cafe assessors use this rubric to review your cafe’s cleanliness.

<b>Points Possible: 34</b>	<b>CLEAN SPACE</b>	Clutter-Free, No Trash, No Dust, No Grime, No Dirty Dishes, All Areas Stocked & Organized, Displays Follow Planograms Exactly, No Scummy Sinks/ Toilets. <b>SCORING:</b> 4 = Remarkable: <b>no gaps</b> . 3 = Crushing It: <i>one minor miss</i> . 2 = Meets Expectations: <i>two minor misses</i> . 1 = Doesn’t Meet: 3 or more misses.
/ 4	<b>Materials/Waste</b>	<b>No excess inventory in back fridge (eg syrups, milk)/back room (paper/pack) __2pts   No contaminants/trash bags in recycling dumpster __2pts</b>
/4	<b>Exterior/Patio</b>	<b>Swept, no trash, patio furniture out &amp; umbrellas open, <i>cobwebs under control</i></b>
/4	<b>Entrance/Vestibule</b>	<b>Glass, ledges, floor &amp; corners clean. No dust/cobwebs. A/B posters &amp; SCC signs hung appropriately (no tape). Salt under control.</b>

/4	<b>Register, Handoff &amp; Mobile Pickup</b>	<b>Stocked, clean &amp; organized. Floor in front clean. Mobile orders have tickets attached. Clear order staging. <i>No handwritten/taped signs.</i></b>
/4	<b>Condiment Areas</b>	<b>Stocked, clean &amp; organized. No dust or spills. Trash not overflowing. <i>Water Station full &amp; stocked.</i></b>
/4	<b>Restrooms</b>	<b>Stocked &amp; clean. Toilets, floors, &amp; sink areas spotless. <i>Appropriate signage.</i></b>
/4	<b>Food Displays</b>	<b>Cold Case and Pastry Cases look full and beautiful. Free of crumbs/dust. Plates are clean. Appropriate signage/tags in use. No expired products.</b>
/4	<b>Merch Displays</b>	<b><i>Beautifully stocked &amp; dust free</i> ____/2pts   <i>Exactly to Planogram</i> ____/2pts</b>
/2	<b>Dress Code:</b>	<b>Barista 1 ____/1pt   Barista 2 ____/1 pt   points possible: 0, 1 or 2.</b>
/34	<b>TOTAL CLEAN SPACE</b>	

*102\_ IN CAFE TRAINING*  
**HEALTH CODE GUIDE**

An important part of a clean and full café is the cleanliness of our spaces. Our dress code policy includes a few items pertaining to Health Code as well, so please reference that section also. The following is a list of Health Code personal hygiene items we must follow in the cafés.

Team members **MUST** wash hands in designated Hand Washing Sink after:

- Using the restroom
- Taking out the garbage
- Eating
- Using Tobacco
- Coughing
- Sneezing
- Touching any bare body part or hair
- Any activity that contaminates the hands (touching hair, face, floor, garbage, dirty dishes, chemicals, etc.)

Other Health Code policies that apply to Stone Creek Coffee:

- Always remove your apron prior to entering a restroom.
- Always remove your apron prior to handling the garbage.
- Socks must be worn at all times.
- Shoes must be closed toe.
- If hair is long enough to be tied back, then it must be tied back at all times.
- Shirts must have sleeves that cover the armpit.
- Team members must refrain from touching their face and hair.
- No eating behind the counter.

- Use of corresponding sanitizing test strip in sanitizing solution – follow sanitizing solution instructions.
- Change milk and creamer on condiment cart every 4 hours.\*\*See [Time as a Control for Milk Carafes document](#)\*\*
- Maintain fridge temp below 40 degrees Fahrenheit.
- Food must be stored above liquid.
- Food items must be obtained using a protective wrapper, designated food tongs, or wearing food safe gloves.
- Bulk food items must live in a labeled container
- No chipped/damaged nail polish worn in cafe
- Team members beverages must be stored in an acceptable closed container if kept behind the counter. See below for acceptable containers.
- Regularly clean and sanitize food preparation services and equipment. Cleaning includes removing food particles and other contaminants which can be done with a dry towel. Sanitizing means using a sanitizing solution or high heat to kill germs and other contaminants.

## *102\_IN CAFE TRAINING*

### HEALTH CODE GUIDE

#### Health Inspection Guide

The following tips are to prepare your café for a future health inspection and to assure that your café is following health safety guidelines:

#### POINT OF CONTACT

Once you have passed your Barista Certification test and become a Scholar Barista, you will be considered a point of contact during any health inspection that may happen in a cafe.

#### THERMOMETERS

Refrigerated products should be at a maximum of 40°. Each refrigerator should have a thermometer. Please utilize the Fridge Temperature Logs to keep track of the temperature of all of your refrigerators in the café. If you need more of these logs, please contact your MCC or the Director of Retail. If you need more thermometers, you can order these in LIVE.

#### DIAL THERMOMETERS

Dial Thermometers are used for steaming liquid. It is important that dial thermometers are regularly calibrated. To test thermometer accuracy, place all of your dial thermometers in a hot liquid. If there is an inconsistent reading, this thermometer will need to be recalibrated. If you need more thermometers, you can order these in LIVE.

#### COLD FOOD STORAGE

All food items stored in refrigerator units need to be stored above liquid products to eliminate cross contamination. ie. Backstock cold case items should be stored on the top shelf of the large refrigerator above the milk. Dairy items should always be stored on the lower shelf in all refrigerators to eliminate dairy allergy contamination.

#### ICE MACHINE

Ice is considered food and therefore should have no contact with human touch. Ice scoops should be kept outside of the ice machine in a designated container that is solely used for the ice scoop or in another Health Inspector approved area. If you need additional ice scoops, those can be ordered in LIVE.

#### HAND WASHING SINK

Each cafe has a designated Hand Washing Sink that is labeled as such. This sink is ONLY to be used for hand washing. Do not use this sink for washing dishes or dumping other liquids ie. milk and coffee. The hand washing sink must be accessible at all times for hand washing.

#### HAND TOWELS AND SOAP

It is mandatory to have both hand towels and soap in your restrooms and at all handwashing sinks. If your cafe has a hand towel dispenser that requires a key to restock, it is advised that the Café Coach possess an extra key. (Health Inspectors often encounter empty hand towel dispensers due to key loss. An empty dispenser is considered a violation).

#### BABY STATIONS

Attention to baby station cleanliness is important. Stations should be cleaned a minimum of 1x per day-more often if it is used often. A disinfecting solution is required when cleaning the baby stations. Betco "Rest Stop" bathroom cleaner is sufficient for this surface requirement.

#### SMOKE BREAKS

Team members should wash their hands immediately after taking a smoke or vaping break and before serving customers. Additionally, please make sure that if you take a smoke break that you don't stand directly in front of the café or near the door. We don't want the customer experience to be affected by smoke as a result of the team member. Team members should never wear their apron when smoking or vaping.

#### MULTI COMPARTMENT SINK

Most food and beverage establishments are required to have a commercial sink consisting of three or more compartments to manually clean and sanitize utensils and equipment. But washing smallwares by hand is subject to health and safety standards just like everything else in the food service industry. Each compartment has a designated use. When using the tablets from Boelter, use 4-8 tablets for 4 gal of water. After a pH test, the strip should read at least 200 parts/million. You can order test strips through Boelter. After a pH test, the strip should read 200 parts/million. These Quat Test Strip Kits must be in your café at all times. It is important to follow the Four Compartment Sink Protocol to ensure food safety regulations and health code standards.

#### SANITIZER BUCKET

A sanitizer bucket and solution is provided to sanitize towels according to health code requirements. When using the blue steramine tablets, use one half tablet per 2 quarts of water. After a pH test, the strip should read 200 parts/million. You can order test strips through Boelter. These Quat Test Strip Kits must be in your café at all times. Rags must be stored in sanitizer buckets at all times and can not be left out on the counters.

#### MILK RAG STORAGE

The rag used for the steam wand needs to be stored in the designated bin in a sanitizer solution.

Use the sanitizer solution made in the sanitizer bucket to be sure to have the proper solution of sanitizer solution. After a pH test, the strip should read 200 parts/million. You can order test strips through Boelter. These Quat Test Strip Kits must be in your café at all times.

#### UTENSILS

Forks, Knives and Spoons should all be faced down behind the counter - this ensures team members touch the handle. Designated pastry tongs must be washed and sanitized every 4 hours. This is a task that should exist on your cafe checklist.

#### EMPLOYEE DRINKS

Employee drinks must be kept in a closed container(travel mug, cup with lid) when consumed behind the counter. Acceptable containers include any SCC travel mug or plain travel mug. Unacceptable items include a travel mug promoting a competitor, a badly damaged mug, mug or cup without a proper fitting lid. Team members are able to drink uncovered beverages during their break off floor if they do not have a travel mug with them during their shift.

#### CLEANING SOLUTIONS

Cleaning solutions should be placed on the lowest shelf in back rooms. This assures that the product will not spill onto food items. Cleaning solutions should be placed in separate cabinets/shelves from food items. Cleaning solutions must be clearly labeled.

#### BAKERY INGREDIENTS LIST

All bakery ingredients should be listed in the Bakery Resource Guide. This information must be available to customers when requested. Check to ensure you have information on all pastries. Contact the Director of Bakery for missing product information sheets.

- Bakery Resource Guide:  
<https://www.stonecreekcoffee.com/2022/03/30/bakery-resource-guide/>

#### FOOD LABELS

All packaged food items for resale to the customer need to have each ingredient listed on the label. If you notice a discrepancy or inaccurate label please contact the Director of Bakery immediately. All bulk food storage containers must be clearly labeled. Please relabel any containers that may have lost their label. ie. bulk sugar and bulk mocha, etc.

#### HALF & HALF

Half & Half needs to be changed out every 4 hours. There needs to be a clear record on the checklist noting when to change the Half & Half.

#### EQUIPMENT

If you notice a piece of equipment hindering your ability to work within health code policy you must reach out to your mentor immediately if you are not able to place a Maintenance Request. It is important that these issues get resolved quickly for the health and safety of our customers and coworkers. Examples like this include a refrigerator not keeping food colder than 40°, etc.



## TECH TIPS & QR CODES

We are working on expanding our in-cafe equipment autonomy by creating resources for cafe teams to utilize to solve minor issues with various pieces of equipment. We have implemented QR codes that can be scanned to access tech tip videos corresponding to the piece of equipment that the QR codes is affixed to. These QR codes will continue to be sent out as new tech tip videos are created. If you have a piece of equipment, or a specific problem you would like to know more about or have a Tech Tip video created for, OR a QR has become lost, please reach out to [jzei@stonecreekcoffee.com](mailto:jzei@stonecreekcoffee.com) with your ideas! QR Codes currently in cafes pictured below.

