# WEEKLY OPS RECAP

**QUARTER 2, WEEK 2** 4/8/2024 - 4/14/2024



## (j)

### **OPERATIONS**

**SPRING DEEP CLEANING** (Monday 04/15 - Sunday 05/19): Clean the Corners!! Quarterly Deep Cleaning time is here, and it's time to give all areas of our spaces some extra TLC as we prepare for a busy spring and summer!

- All Teams please locate your Deep Cleaning lists.
- If can't find your laminated Deep Cleaning checklist please reach out to your MCC and KS for a replacement ASAP
- Coaches Assign tasks to team members in Paycor tasks should be complete during shifts throughout the day/week
- All Quarterly Deep Cleaning tasks are due to be completed by EOD Sunday 05/19 at the latest
- Make a plan to assign & execute your deep cleaning lists please share this plan with your
   Team Leader

SPRING PATIO LAUNCH: Warmer weather will be here before we know it! Cafe patio furniture (tables, chairs, umbrellas as applicable) will be coming to cafes in mid-April. Each cafe will also receive cables + combo locks for securing patio furniture every day at close. Please verify that your space has a dog bowl and a cig bucket - if these are missing please place MRs for replacements. Coaches, please work with team members and use the Seasonal Outdoor & Patio Guide to teach and train about expectations and tips for keeping our patios #remarkable all season long. Reach out to your MCC/KS with any questions!



## **IMPORTANT LAUNCH NOTES**

#### THE GOOD LAND SHORT RUN

- **EOD 5/1**: Move to coffee to "Last Chance" area
- 3 weeks post roast date: Pull remainder of bags and brew as COD



#### **LAUNCH INFO**

4/11 - 4/24 GIFT CARD GIVEBACK: SCC gift cards make sweet gifts for all so be sure to talk up the upcoming sale to your customers!

- Order an extra register tape! You need to print 1 receipt for the customer for their GC purchase!
- Coaches please use the updated GCGB Instruction guide to train all employees before the launch.
- Updated physical copies of this document will arrive to cafes in advance with Recap. Coaches,
   please review this training guide closely with each team member in prep for our GCGB!
- Customers can NOT use a SCC gift card to purchase a new gift card!! Customers CAN transfer the balance to a new gift card.
- Customers CAN use a SCC gift card on the app. Customers CANNOT use a gift card on stonecreekcoffee.com.
- NEW!! Cafe eGift Cards are now available for sale in Square! Customers can purchase Cafe eGift
  Cards instead of a physical, plastic card. These are sold at the register, received by the customer
  in their email, and can be added to digital wallets. Then, to redeem these, customers need only
  scan their phone at the register/enter their card # in the app, and they're g2g!
  - Coaches will train baristas on this cool new offering in advance of the GCGB!
- GCCB WILL BE ONLINE: We will have the cafe gift cards and Web E-gift cards on sale at stonecreekcoffee.com as well through this promotion.
- GCGB WILL BE ON THE MOBILE APP: Our mobile customers will be able to participate in this Gift Card Give Back by purchasing gift cards on the app! Teams, please refer to your GCGB Training Guides and carefully review the instructions for activating Mobile Order Gift Cards. Due to purchase amounts, customers will need to show baristas the card they used for their purchase upon pickup. Teams, please visually verify the customer's purchase card look for their name, and also confirm that their purchase card is not an SCC Gift Card.

#### O INCREMENTS:

- Spend \$30 > Get \$35 > SAVE \$5
- Spend \$100 > Get \$120 > SAVE \$20
- Spend \$300 > Get \$375 > SAVE \$75
- Spend \$540 > Get \$700 > SAVE \$160
- Max 5 Splits

#### GIFT CARD GIVEBACK CONTEST PRIZES:

- Most improved cafe over most recent Holiday sale in terms of \$s issued per customer.
- Most improved cafe over last year's Spring sale in terms of \$s issued per customer.
- Prizes will be \$100 to each winning cafe!



4/14 - 4/15 MILWAUKEE DAY PROMOTION: We're celebrating the 414 with a customer giveaway!

- SUNDAY 4/14 Cafe Promo The Good Land Samples: Each cafe will prepare sample bags of The Good Land to give away on Sunday 4/14!
  - **ORDER INSTRUCTIONS:** 
    - The offer is one per person and will not be not on mobile app.
    - Cafes will prepare these samples in cafe by EOD Saturday 4/13. Prepare the giveaway bags for your cafes as follows:
      - o DF, OCN, TOSA: 75 sample bags [= 7.9 lbs for ordering purposes], 1 hr bagging
      - HAR, GLN, FCT, SHR: 100 sample bags [= 9.5 lbs for ordering purposes], 1-1.5 hrs bagging
      - o DWN: & WFB: 140 sample bags [= 14.9 lbs for ordering purposes], 2 hrs bagging
    - IN ADVANCE:
      - 4/3: Coaches, add 1-2hrs of designated hero time to your W2 schedule for a team member to prepare sample bags
      - o 4/4 4/5: All cafes order Good Land Sample Labels with your label orders
      - $\circ$  4/4 4/9: All cafes order enough sample bags to fill your displays AND 414 Day samples
      - $\circ$  4/8 4/9: All cafes be sure to order enough BULK Good Land to fill your sample bags
  - $\circ$  4/12 4/13: Prepare sample bags and keep near registers in prep for Friday's giveaway.
  - 4/14: Offer each customer a Good Land Sample to celebrate 4/14 day til you've given all your Good Land samples away!
- SUNDAY 4/14 MONDAY 4/15 Online Only Promo:
  - Orders over \$50 Get free The Good Land half-pound
  - o Orders over \$100 Get free The Good Land half-pound & one-pound of Cream City



## **4/18 FARM TO CUP TEE LAUNCH** *\$26.00*

- First Order Quantity/Other Notes: \*Check planograms for each cafe's shelf pars\*
  - Oconomowoc does not order apparel, so do not order
  - 2 X-Small, 3 Small, 3 Medium, 3 Large, 2 X-Large
    - Order Price Sticker: Short Sleeve T-Shirt \$26
    - Impact Sticker: Organic
- 4/9: Marketing materials arrive in cafe with PM delivery (TOSA, FCT, SHR, DF)
- 4/9: Order tee (TOSA, FCT, DF), price & impact stickers (TOSA, FCT, SHR, DF)
- 4/10: Marketing materials arrive in cafe with PM delivery (GLN, HAR, DWN)
- **4/10**: Order tee (HAR), price & impact stickers (GLN, HAR, DWN)
- **4/11**: Marketing materials arrive in cafe with PM delivery (*WFB*)
- 4/11: Tee arrives (TOSA, FCT, DF), price & impact stickers arrive (TOSA, FCT, SHR, DF)
- 4/11: Order tee, price, & impact stickers (WFB)
- 4/12: Tee arrives (HAR), price & impact stickers arrive (GLN, HAR, DWN)
- **4/13**: Order tee (*SHR*)
- 4/13: Tee and price & impact stickers delivered (WFB)
- **4/14**: Order tee (*GLN*, *DWN*)
- **4/15**: Tee arrives *(SHR)*
- 4/16: Tee arrives (GLN, DWN)
- EOD 4/17: Set-up cafe after close for launch using plan-o-gram & checklist for ALL displays.
- 4/18: Farm to Cup Tee Launch

**4/18 BIONIC GLOW JUICED! LAUNCH:** Great news, cafes will be ordering Bionic Glow through Engelhardt! Follow your weekly order process for other Juiced! items each week. Please place your initial order of Bionic Glow Juiced! no later than Monday 4/15, ideally an order earlier. As you sell through these, monitor your sales rates of all Juiced! products and adjust as needed to keep a full display in your cold case and minimize markout.

- Initial Order Recommendations:
  - FCT, DWN, WFB, GLN: 2 cases (12 bottles)
  - DF, HAR, OCN, SHR, TOSA: 1 case (6 bottles)



**4/25 KIWI BLOSSOM BOLIVIA SMALL BATCH LAUNCH -** *Updated launch date and info below! Small Batch* 

16oz: \$24.00

- Update: This was going to be the May seasonal 'spro, but we've decided to keep Tropical Punch Colombia on as the seasonal 'spro through May.
- Brew Bar Menu: Kiwi Blossom Bolivia, Tropical Punch Colombia, and Pink Honey Java (use Boneshaker Colombia once the Reserve is out).
- Check your stash of \$24 price stickers and order more if needed
- Check your inventory of velcro. Order more if needed!
- When the COD signs arrive in cafe add velcro to the back of the signs. Be sure to match up the
  appropriate side of the velcro in the right spots on each sign. You should only need about two 1in
  pieces of velcro for each COD sign.
- First Order Quantity:
  - GLN, DWN, FCT, OCN, WFB 16 prepacks
  - O DF, HAR, SHR, TOSA 12 prepacks
- 4/16: Order Tasting Sample Bag Labels (TOSA, FCT, OCN, SHR, DF)
- 4/16: Marketing materials arrive in cafe with PM delivery (TOSA, FCT, OCN, SHR, DF)
- 4/17: Order Tasting Sample Labels (GLN, HAR, DWN)
- 4/17: Marketing materials arrive in cafe with PM delivery (GLN, HAR, DWN)
- 4/18: Labels arrive (TOSA, FCT, OCN, SHR, DF)
- 4/18: Marketing materials arrive in cafe with PM delivery (WFB)
- 4/18: Order prepacks and Tasting Sample Labels (WFB)
- 4/19: Labels arrive (GLN, HAR, DWN)
- 4/20: Labels and Coffee delivered (WFB)
- 4/20: Order prepacks (TOSA, FCT, OCN, SHR, DF)
- 4/21: Order prepacks (GLN, HAR, DWN)
- 4/22: Coffee delivered (TOSA, FCT, OCN, SHR, DF)
- 4/23: Coffee delivered (*GLN*, *HAR*, *DWN*)
- 4/24: Set-up cafe after close: use planogram & checklist for shelves, brew bar, etc.
- 4/25: Launch Kiwi Blossom Bolivia



#### 4/25 PINK HONEY JAVA BOLIVIA RESERVE LAUNCH - Updated launch date!

We'll be launching a limited amount of this Reserve coffee in our cafes and website. This will be available on our mobile app. <u>Employees can NOT take this for their markout, if you like the sample sent to you, you can purchase it with your employee discount.</u>

**12oz**: \$32.00

Order Quantity: \*\*DO NOT ORDER ANY OTHER # THAN WHAT IS LISTED BELOW\*\*

We will have a limited amount available for cafes to reorder as you sell through your initial inventory. As you sell through your inventory, please reorder to keep the following shelf-pars. We will have multiple roast dates that will allow us to keep the coffee fresh. The Production team will turn this product off when we work through our inventory.

- GLN, FCT, DWN 16 bags (15 for sale/brew bar, 1 bag for team sampling)
- WFB 16 bags (15 for sale/brew bar, 1 bag for team sampling) + 4 Cold Brew Prepacks (WFB only)
- TOSA, HAR, OCN, DF, SHR 12 bags (11 for sale/brew bar, 1 bag for team sampling)

Brew Bar: As a special treat, this coffee will be offered on Brew Bar, while supplies last! Use one of the bags that you've ordered for this. There will be a \$2 upcharge for customers who order this on Brew Bar. Use the "Reserve v60" button in square to ring this up. On end of day 4/24, write "+\$2.00" next to the coffee name on the Brew Bar Menu Board. Please ensure +\$2.00 is written clearly to indicate the upcharge to the customers. Brew Bar coffees will be: Kiwi Blossom Bolivia, Tropical Punch Colombia, and Pink Honey Java (use Boneshaker Colombia once the Reserve is out).

- Check your stock of \$32 Reserve Price Stickers. Order more if needed!
- 4/16: Marketing materials arrive in cafe with PM delivery (TOSA, FCT, OCN, SHR, DF)
- **4/17**: Marketing materials arrive in cafe with PM delivery (*GLN*, *HAR*, *DWN*)
- 4/18: Marketing materials arrive in cafe with PM delivery (WFB)
- 4/18: Order Reserve (WFB)
- 4/20: Order Reserve (TOSA, FCT, OCN, SHR, DF)
- 4/20: Coffee delivered (*WFB*)
- 4/21: Order Reserve (GLN, HAR, DWN)
- 4/22: Coffee delivered (*TOSA, FCT, OCN, SHR, DF*)
- 4/23: Coffee delivered (GLN, HAR, DWN)
- 4/24: Set-up cafe after close: use planogram & checklist for shelves, brew bar \$2 upcharge note addition on menu board, prep brew bar, etc.
- 4/25: Launch Pink Honey Java Bolivia Reserve

**4/25 PINK HONEY JAVA BOLIVIA SEASONAL COLD BREW FOR WHITEFISH BAY:** Starting on 4/17 (your order date for the new Reserve listed above), when you order Seasonal Cold Brew, Pink Honey Java will be sent. Please continue to run through your existing inventory of Guava Banana before brewing Pink Honey Java. Monitor inventory closely to eliminate markout.



#### 4/25 SIP SLOWLY PATCH & BREW LOVE PATCH LAUNCH

Sip Slowly Patch: \$6 Brew Love Patch: \$6

- First Order Quantity/Other Notes: \*Check planograms for each cafe's shelf pars\*
  - o Both Patches: 6 per cafe
    - HARWOOD ONLY Order Price Stickers: Patch
    - Impact Sticker: N/A
- 4/16: Marketing materials arrive in cafe with PM delivery (TOSA, FCT, OCN, SHR, DF)
- 4/16: Order patches (TOSA, FCT, DF)
- 4/17: Marketing materials arrive in cafe with PM delivery (GLN, HAR, DWN)
- 4/17: Order patches (HAR), price & impact stickers (HAR)
- **4/18**: Marketing materials arrive in cafe with PM delivery (*WFB*)
- 4/18: Patches arrive (TOSA, FCT, DF)
- 4/18: Order patches (WFB)
- 4/19: Patches arrive (HAR), price & impact stickers arrive (HAR)
- 4/20: Order patches (SHR, OCN)
- 4/20: Patches delivered (WFB)
- 4/21: Order Patches (GLN, DWN)
- 4/22: Patches arrive (SHR, OCN)
- 4/23: Patches arrive (GLN, DWN)
- EOD 4/24: Set-up cafe after close for launch using plan-o-gram & checklist for ALL displays.
- 4/25: Sip Slowly & Brew Love Patches Launch

**4/29 COMMUNITY DAY**: The date has been updated to April 29th! It's Community Day at SCC! Customers can come into any cafe and get a free 12 oz coffee. No exchanges. This promo is not available on our mobile app and one per person. To ring up in Square, use the "Community Day Free Drip" button.



## 5/2 MOTH CAN GLASS LAUNCH \$6.00

- First Order Quantity/Other Notes: \*Check planograms for each cafe's shelf pars\*
  - 5 per cafe, except WFB is 8 per cafe
    - Order Price Sticker: Can Glass
    - Impact Sticker: N/A
- 4/23: Marketing materials arrive in cafe with PM delivery (TOSA, FCT, OCN, SHR, DF)
- 4/23: Order glass (TOSA, FCT, DF), price & impact stickers (TOSA, FCT, OCN, SHR, DF)
- **4/24**: Marketing materials arrive in cafe with PM delivery (GLN, HAR, DWN)
- 4/24: Order glass (HAR), price & impact stickers (GLN, HAR, DWN)
- 4/25: Marketing materials arrive in cafe with PM delivery (WFB)
- 4/25: Glass arrives (TOSA, FCT, DF), price & impact stickers arrive (TOSA, FCT, OCN, SHR, DF)
- 4/25: Order glass, price, & impact stickers (WFB)
- 4/26: Glass arrives (HAR), price & impact stickers arrive (GLN, HAR, DWN)
- **4/27**: Order glass (*SHR*, *OCN*)
- 4/27: Glass and price & impact stickers delivered (WFB)
- **4/28**: Order glass (*GLN*, *DWN*)
- 4/29: Glass arrives (SHR, OCN)
- 4/30: Glass arrives (GLN, DWN)
- EOD 5/1: Set-up cafe after close for launch using plan-o-gram & checklist for ALL displays.
- 5/2: Moth Can Glass Launch



#### 5/2 DAYBREAK - CORINA'S "MY BREW" LAUNCH

Short Run 8oz: \$10.00

- This My Brew is brought to you by Corina Lopez, our Master Baker.
- A note from Corina: I chose the name "Daybreak" because I believe that a cup of coffee is best served bright and early in the morning. It helps me kickstart the day and gives me the energy to get to work. The combination of medium and dark Colombian coffee was the perfect blend to enjoy by itself or along with some added sweetness and cream! It's definitely a roast that all will enjoy.
- Cafes will brew this as COD on launch day! Each cafe will order bulk for COD. Brew this until you
  run out.
- Check your 1/2lb short run price tag stock. Order more if needed!
- Check your inventory of velcro. Order more if needed!
- When the COD signs arrive in cafe add velcro to the back of the signs. Be sure to match up the appropriate side of the velcro in the right spots on each sign. You should only need about two 1in pieces of velcro for each COD sign.
- Ordering Pars:
  - GLN, SHR, OCN, HAR, DF, TOSA 25 prepacks + 10lb bulk
  - DWN, FCT, WFB 45 prepacks + 5lb bulk
- Continue ordering to your Short Run par weekly until 5/23 (final orders before "Last Chance")
- 4/23: Marketing materials arrive in cafe with PM delivery (TOSA, FCT, OCN, SHR, DF)
- 4/24: Marketing materials arrive in cafe with PM delivery (GLN, HAR, DWN)
- **4/25**: Marketing materials arrive in cafe with PM delivery (WFB)
- 4/25: Order prepacks & bulk (WFB)
- 4/27: Order prepacks & bulk (TOSA, FCT, OCN, SHR, DF)
- 4/27: Coffee delivered (WFB)
- 4/28: Order prepacks & bulk (GLN, HAR, DWN)
- 4/29: Coffee delivered (TOSA, FCT, OCN, SHR, DF)
- 4/30: Coffee delivered (GLN, HAR, DWN)
- 5/1: Set-up after close: use planogram & checklist for shelves, prep COD, etc.
- 5/2: Corina's "My Brew" Short Run Launch
- EOD 5/29: Move to coffee to "Last Chance" area
- 3 weeks post roast date: Pull remainder of bags and brew as COD



#### 5/9 MOTH TEA TOWEL LAUNCH

\$12.00

- First Order Quantity/Other Notes: \*Check planograms for each cafe's shelf pars\*
  - 5 per cafe, except WFB is 8 per cafe
    - Order Price Sticker: Organic Tea Towel
    - Impact Sticker: Organic
- 4/30: Marketing materials arrive in cafe with PM delivery (TOSA, FCT, OCN, SHR, DF)
- **4/30**: Order towel (*TOSA, FCT, DF*), price & impact stickers (*TOSA, FCT, OCN, SHR, DF*)
- **5/1:** Marketing materials arrive in cafe with PM delivery (GLN, HAR, DWN)
- **5/1**: Order towel (HAR), price & impact stickers (GLN, HAR, DWN)
- **5/2:** Marketing materials arrive in cafe with PM delivery (*WFB*)
- **5/2**: Towel arrives (*TOSA, FCT, DF*), price & impact stickers arrive (*TOSA, FCT, OCN, SHR, DF*)
- **5/2**: Order towel, price, & impact stickers (*WFB*)
- **5/3**: Towel arrives (HAR), price & impact stickers arrive (GLN, HAR, DWN)
- **5/4**: Order towel (*SHR*, *OCN*)
- **5/4**: Towel and price & impact stickers delivered (WFB)
- **5/5**: Order towel (GLN, DWN)
- **5/6**: Towel arrives (SHR, OCN)
- **5/7**: Towel arrives (GLN, DWN)
- **EOD 5/8:** Set-up cafe after close for launch using plan-o-gram & checklist for ALL displays.
- 5/9: Moth Tea Towel Launch

#### 5/9 ROY G BIV & JET BLACK 2-PACK COLD BREW BOXES

\$22.00/box

- We are launching the same Cold Brew Boxes that we have online, to streamline the product offerings in cafe and on ecom.
- First Order Quantity of Each Cold Brew Box:
  - GLN, DWN, FCT, OCN, WFB 8 each Roy and Jet
  - DF, HAR, SHR, TOSA 6 Each Roy and Jet
- **4/30**: Order price stickers (*TOSA, FCT, OCN, SHR, DF*)
- 4/30: Marketing materials arrive in cafe with PM delivery (TOSA, FCT, OCN, SHR, DF)
- **5/1**: Order price stickers (*GLN*, *HAR*, *DWN*)
- **5/1:** Marketing materials arrive in cafe with PM delivery (*GLN*, *HAR*, *DWN*)
- **5/2**: Stickers arrive (TOSA, FCT, OCN, SHR, DF)
- 5/2: Marketing materials arrive in cafe with PM delivery (WFB)
- **5/2**: Order boxes and price stickers (WFB)
- 5/3: Stickers arrive (GLN, HAR, DWN)
- **5/4**: Stickers and boxes delivered (WFB)
- **5/4**: Order boxes (*TOSA, FCT, OCN, SHR, DF*)
- 5/5: Order boxes (GLN, HAR, DWN)
- **5/6**: Boxes delivered (TOSA, FCT, OCN, SHR, DF)
- **5/7**: Boces delivered (*GLN*, *HAR*, *DWN*)
- 5/8: Set-up cafe after close: use planogram & checklist for shelves, etc.
- 5/9: Launch Roy & Jet Cold Brew 2-pack Boxes



## WHAT'S COMING UP

- 5/9 TBD 32 oz MiiR Floral All Day Straw Cup
- 5/16 El Roble Geisha Colombia Reserve
- 5/23 Wonderberry Jam Ethiopia Small Batch
- 5/23 5/27 5LB Promotion
- 5/30 Brew Love Short Run
- TBD Ring of Fire Returns

| AB Poster Schedule  Cafe Brew Bar Menu |  | 4/11: Mushroom Mug 4/25: Kiwi Blossom 5/9: KK Straw Tumbler & All Day Mug 5/23: Wonderberry Jam  4/11: Tropical Punch Colombia, Golden Plum Bolivia, and Guava Banana (use Boneshaker Colombia once the Reserve is out). 4/25: Kiwi Blossom Bolivia, Tropical Punch Colombia, and |
|--|--|---|
|  |  |   |
| Cafe Seasonal 'Spro Menu               |  | 4/11: Tropical Punch Colombia (We will keep this on as the May seasonal 'spro as well!)  In: 18.5-19.0g  Out: 44-48g  Time: 25-30 seconds   |
| Online Only Promotions                 |  | <b>4/11 - 4/17</b> : \$3 Off Aeropress Go   |
| Online Only Launches                   |  | Several different Bundles available   |