



Trees Organic
COFFEE & ROASTING HOUSE

Operations Manual

Steps to Serving Customers

1. Greet the customer as they enter:
 - a. Smile
 - b. Extend a welcome with an offer of service
 - i. "Welcome to Trees, how can I help you?"
 - ii. "Good morning, what can I get for you?"
2. Ring in the items as ordered by the customer
3. Upsell or suggestive sell where appropriate
 - a. "Would you like a freshly baked muffin with your coffee this morning?"
 - b. "Will that be a Trees sized coffee today?"
4. Inform the customer of the total
5. Ring in cash amount and hand customer back their change, or complete debit/credit transaction
6. Prepare the order for the customer
7. Give parting comments
 - a. "Thanks for coming, see you soon!"
 - b. "Have a nice day, come back again soon"