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caffé bene



# CAFFÈ BENE THE CONCEPT OF NINE SYSTEMS



PRODUCTION & FOOD SAFETY

# CAFFE BENE THE CONCEPT OF NINE SYSTEMS

## PRODUCTION



PRODUCT QUALITY  
PRODUCT STANDARD(CAFFE BENE STANDARD)  
PRODUCT PREPERATION AND STORAGE  
PRODUCT THAWING  
PRODUCT BASES  
CUTTING FRUITS  
PRODUCTION QUANTITY  
WHEN TO PREPARE





# CAFFÈ BENE THE CONCEPT OF NINE SYSTEMS

## PRODUCTION



MANAGING PRODUCTION AND FINISHED PRODUCT  
USING RIGHT SMALL WARES  
MANAGING PRODUCT UNAVAILABILITY  
MONITORING BARISTA IN THE BAR  
PRODUCT QUALITY - DO NOT SERVE IF IT IS NOT RIGHT





# CAFFÈ BENE THE CONCEPT OF NINE SYSTEMS



## FOOD SAFETY



HYGENE—WASHING HANDS, WEARING GLOVES, CAP & APRON  
HYGENE—SUPPLIES AVAILABILITY AND STOCK UP  
COLORED—TOWELS (PINK/WHITE/BLUE)  
MANAGING FIFO  
MONITORING UBD AND EXPIRY  
MONITORING STORAGE TEMPERATURE  
MANAGING DAIRY PRODUCTS





# CAFFÈ BENE MANAGING SITUATION

## PRODUCTION AND FOOD SAFETY



FLAT WHIPPING CREAM  
MELTED GELATO  
BEVERAGE - UNDER/OVER QUANTITY  
WAFFLE TOO SMALL  
FRAPPENO TOO SWEET  
CROISSANT TOO CRISPY  
THAWED AND REFROZEN APPEARANCE  
POOR PRODUCT APPEARANCE



# CAFFÈ BENE PRODUCT AND FOOD SAFETY



## TOOLS

SHIFT CHECKLIST  
ESPRESSO CALIBRATION  
RECIPE CHART  
RECIPE MODULE  
SECONDARY SHELF LIFE CHART  
SECONDARY TIME CARD CHARTS  
ESPRESSO EXTRACTION TRACKER





# CAFFÈ BENE PRODUCT AND FOOD SAFETY



## QUIZ

NAME THE SMALL WARE

THE TEAM WHO GIVES THE RIGHT NAME WOULD EARN POINTS





CAFFÈ BENE  
PRODUCT AND FOOD SAFETY

SERVICE AND MANAGEMENT





# CAFFÈ BENE SERVICE & SHIFT MANAGEMENT

MANAGING PICK UP

ORDER TACKING

MANAGING CUSTOMER REQUEST

MANAGING CUSTOMER ACCESSIBLE AREA (DINING, OUTSIDE, RESTROOMS)

MANAGING PRODUCT DISPLAY (BAKERY, GELATO, MD,)

MANAGING PROMOTION (ENTERTAINER, LOYALTY PROGRAM, NEW PRODUCT)

JUDGEMENTAL CALLS





# CAFFÈ BENE SERVICE & SHIFT MANAGEMENT

## MANAGING SITUATION

PRODUCT RETURNS

LANGUAGE PROBLEM

TAKING ORDERS DURING PRAYERS TIME

SERVING SINGLE CUSTOMER IN FAMILY STORES

CUSTOMER FEEDBACK AND SUGGESTIONS

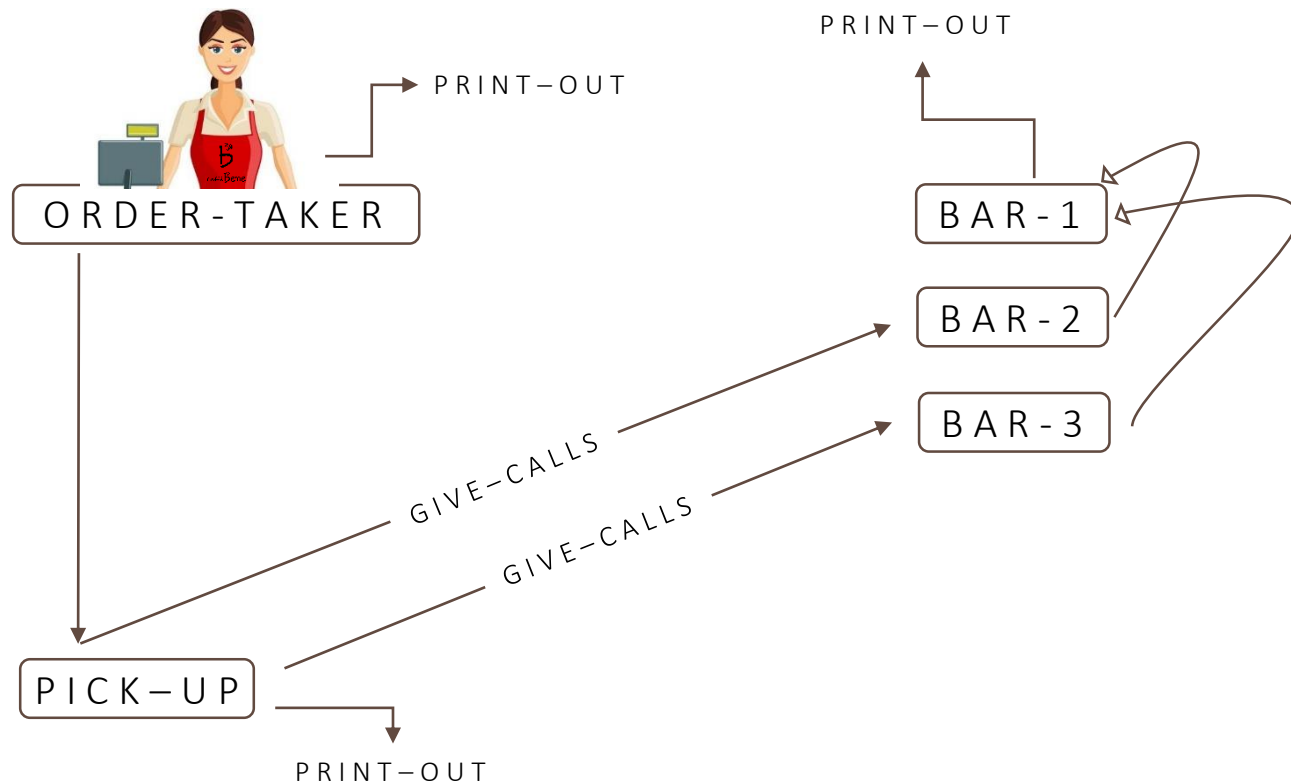
SPECIAL REQUEST

CUSTOMER QUERIES





# CAFFÈ BENE SERVICE & SHIFT MANAGEMENT



## PICK-UP STEPS

RECEIVING AND VIEWING  
REPEATS CALLS  
ASSEMBLE ORDER  
PRESENT ORDER

## TAKE-NOTE

BAR-2  
SHOULD INFORM THE BAR1  
ONCE THE BREAD/FONDUE  
IS FINISH.







# CAFFÈ BENE SERVICE & SHIFT MANAGEMENT

## TOOLS

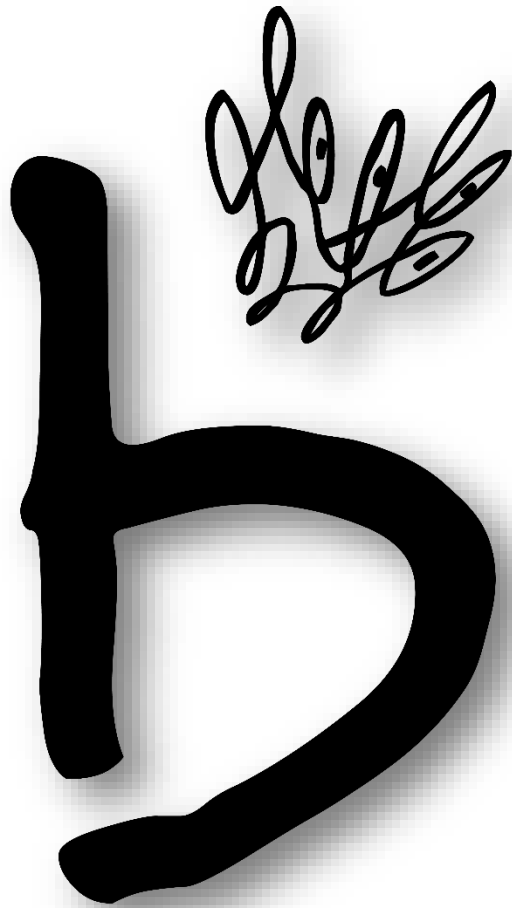
INCIDENT REPORT FORM

CONTACT US FORM

FEED BACK FORM

LOYALTY APPLICATION FORM





# ACTIVITY

## SERVICE & SHIFT MANAGEMENT

VIDEO

### THE FUTURE COFFEE SHOP

DISCUSS IN THE GROUPS AND ONE OF THE GROUP REPRESENTATIVE SHARES VIEWS ABOUT  
“ WHAT ADVANCEMENT WOULD HAPPEN IN OUR CAFFE BENE CAFES BY THE YEAR 2100 “



# INVENTORY MANAGEMENT

40

43

46

49

52

55

58



# CAFFÈ BENE INVENTORY MANAGEMENT

## THINGS TO DO

ACCEPTING DELIVERY

WAREHOUSE AND VENDORS

PRODUCT HANDLING WHILE RECEIVING

MANAGE WASTE

MONITORING VARIANCE

AX TRANSACTION—ORDERING/RECEIVING/TRACKING WASTE

CALCULATING UPTC

CALCULATING VARIANCE DIFFERENCE BETWEEN PO. AND TRN.

WAREHOUSE TYPES (DRY—FROZEN)

INSPECTING RECEIVING GOOD (QUALITY, DAMAGE, INCORRECT, EXPIRY

MANAGING ASSESTS (AIV, AEX, ALL)







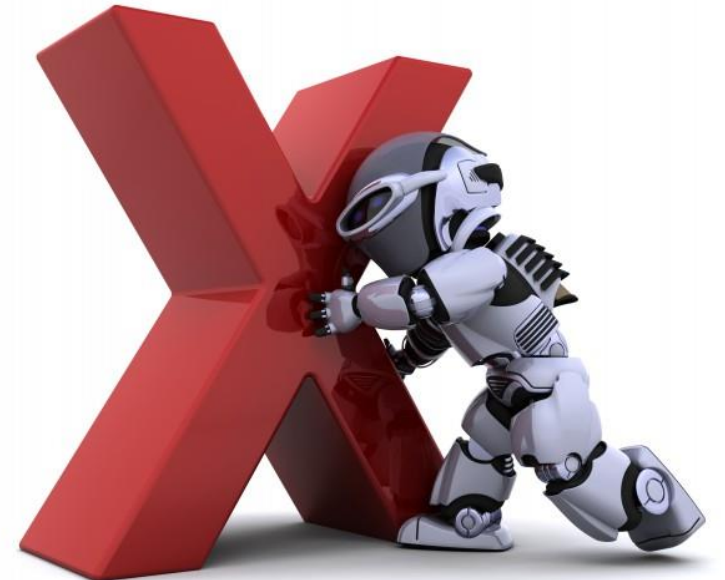
# CAFFÈ BENE INVENTORY MANAGEMENT

## REASON FOR WASTAGE

OVER ORDERING  
PRODUCT DAMAGE WHILE RECEIVING  
POOR HANDLING OF PRODUCTS  
IMPROPER STORAGE OF PRODUCTS  
FIFO NOT FOLLOWED  
EXPIRED PRODUCT  
POOR TEAMWORK  
UNTRAINED EMPLOYEES  
WRONG SALE PROJECTIONS

## MANAGING WASTE

TRACK WASTE IN THE WASTE TRACKING BOOK  
MENTION REASON FOR THE WASTAGE IN THE BOOK  
BE AWARE—TOP WASTAGE ITEMS FOR THE MONTH

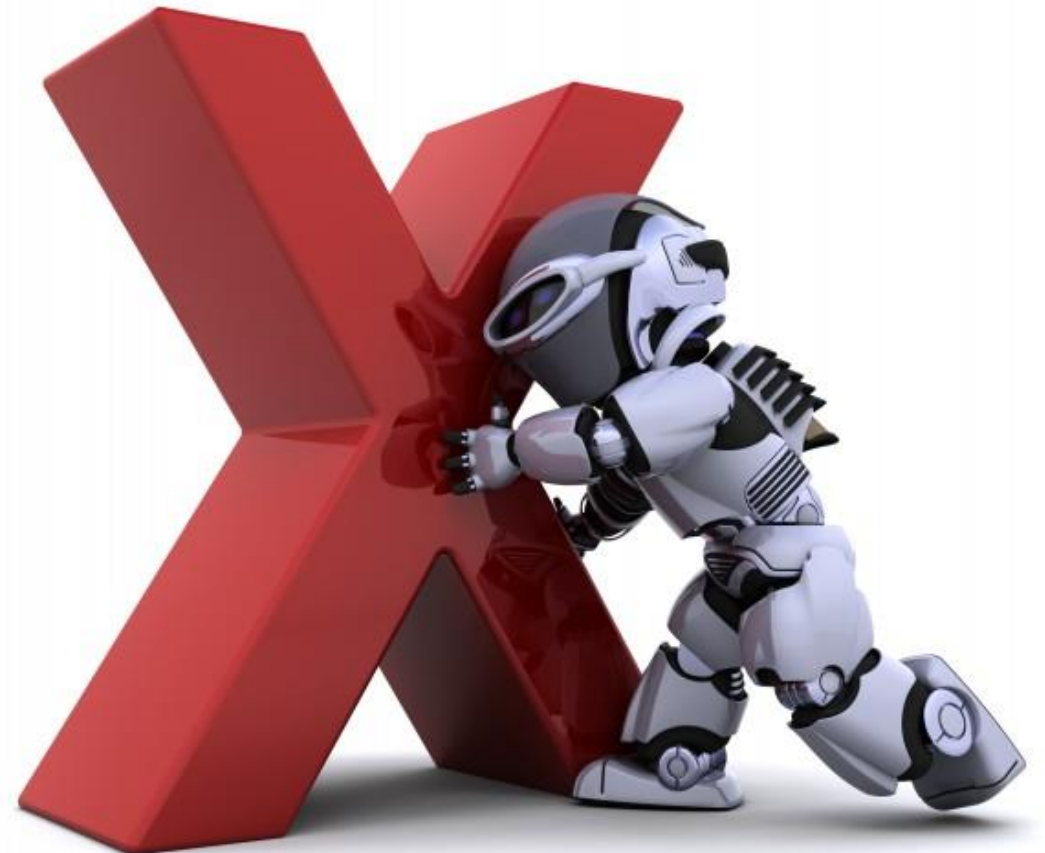




# CAFFÈ BENE INVENTORY MANAGEMENT

## REASON FOR VARIANCE

EQUIPMENT CALIBRATION  
UNTRAINED EMPLOYEES  
SOP NOT FOLLOWED BY THE EMPLOYEES  
USE OF INCORRECT TOOLS/SMALL WARES  
INACCURATE COUNTING  
INACCURATE ENTRY IN AX  
PILFERAGE  
UNTRACKED WASTE AND EMPLOYEE DRINK  
UNTRACKED STOCK TRANSFER





# CAFFÈ BENE INVENTORY MANAGEMENT

TOOLS

WASTE TRACKING BOOK  
VARIANCE REPORT

AX





# CAFFÈ BENE INVENTORY MANAGEMENT

## VARIANCE

SHOP OPENING	10-APPLES
WASTED	2-APPLES
SHOP CLOSING	8-APPLES

SHOP OPENING	10-APPLES
PURCHASED	5-APPLES
SOLD	2-APPLES
WASTED	2-APPLES
SHOP CLOSING	11-APPLES



## VARIANCE

SHOP OPENING	10-APPLES
PURCHASED	5-APPLES
WASTED	2-APPLES
SHOP CLOSING	8-APPLES

SHOP OPENING	10-APPLES
PURCHASED	5-APPLES
SOLD	2-APPLES
WASTED	2-APPLES
SHOP CLOSING	11-APPLES
VARIANCE	1-APPLE





TRAINING  
& PEOPLE

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# CAFFÉ BENE TRAINING & PEOPLE



## HR-SKILLS

GREET THE PEOPLE

CALL THE PEOPLE BY NAME

USE PLEASE AND THANK YOU

TREAT PEOPLE HOW YOU WOULD LIKE TO BE TREATED

LET THEM KNOW HOW WELL THEY ARE DOING

ASK DON'T TELL

## MANAGING CONFLICTS

IDENTIFY A RIGHT PLACE TO TALK

CLARIFY INDIVIDUAL PERCEPTIONS

PRACTICE TALKING AN ACTIVE EMPATHIC STANCE

GENERATE OPTION WITH THE VISION OF WIN-WIN

DEVELOP AN AGREEMENT THAT WORKS FOR ALL

## PEOPLE SKILLS

TALK TO PEOPLE

LISTEN TO PEOPLE

RESPECT PEOPLE

LET THE PEOPLE GROW

INITIATE TEAM SPIRIT

## GIVING FEEDBACK

APPRECIATIVE FEEDBACK

CONSTRUCTIVE FEEDBACK



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TRAINING & PEOPLE

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## TRAINING

TRAINING NEW EMPLOYEES

TRAINING STEPS:

PREPARE

DEMONSTRATE THE RIGHT WAY

TRY OUT

FOLLOW UP

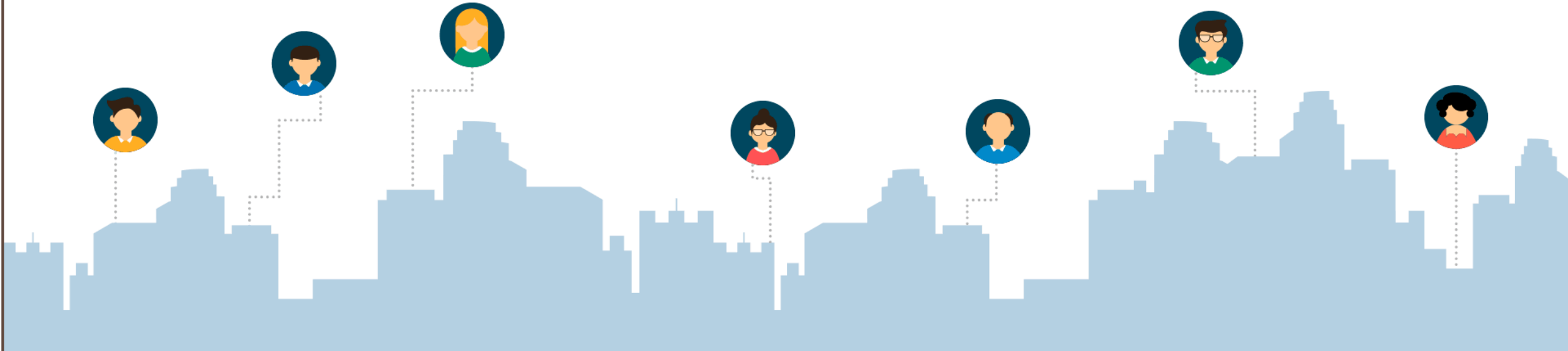
## OTHER AREAS

POLICY VIOLATION

DICIPLINARY ACTIONS

ROLE MODELLING

MANAGING RESIGNED EMPLOYEES





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TRAINING & PEOPLE

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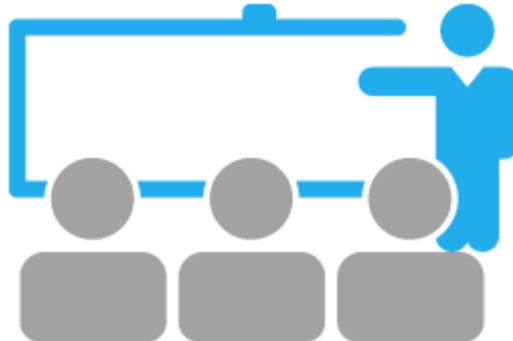
## MANAGING SITUATIONS

BARISTA IS NOT FOLLOWING THE RECIPE IN BAR

SOP NOT FOLLOWED BY AN EMPLOYEE

TWO BARISTAS ARE FIGHTING IN THE BAR

ONE OF THE BARISTAS REFUSES TO WORK IN A PARTICULAR BAR







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TRAINING & PEOPLE

# TOOLS

TRAINING MODULES

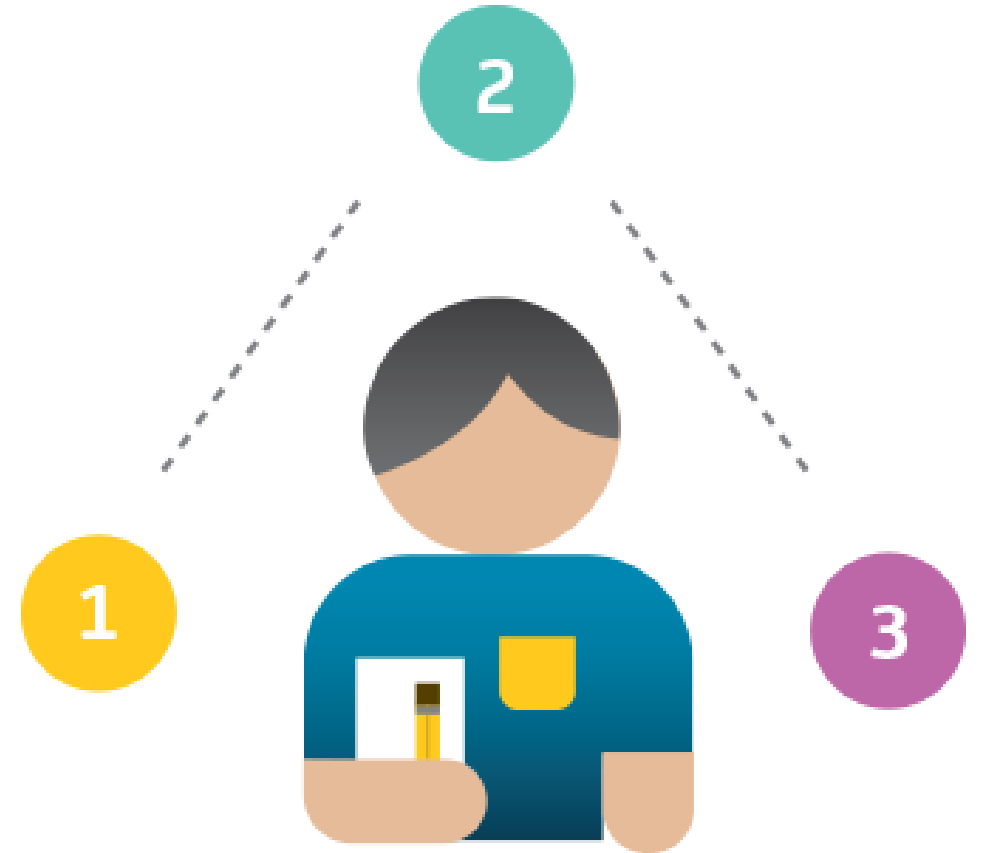
RECIPE CHARTS

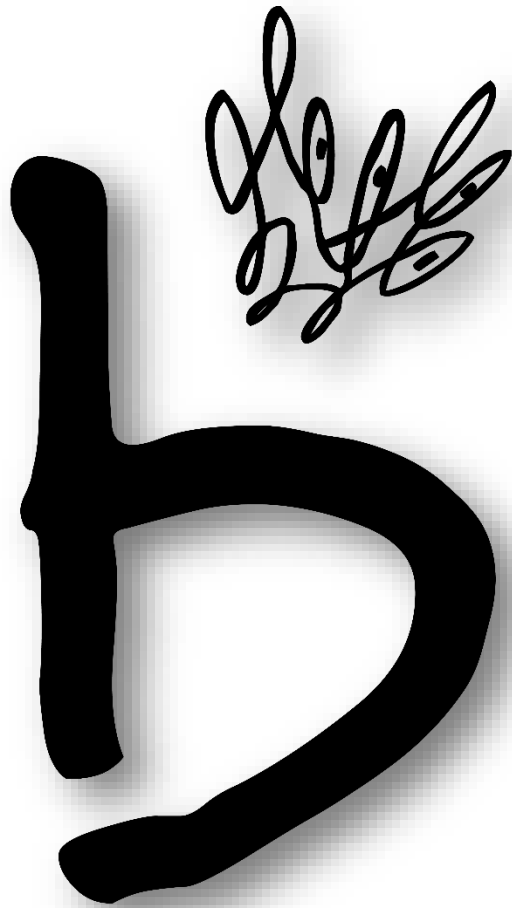
WARNING LETTER FORMAT

INCIDENT FORM ( JOT FORM )

DISCUSSION LETTER

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ACTIVITY  
TRAINING & PEOPLE  
VIDEO

CONFLICT MANAGEMENT TEAMWORK

1 3

September

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## CAFFÉ BENE SCHEDULING

PEOPLE POSITIONING—A DAY IN ADVANCE.  
CHECK THE SKILL LEVEL—BARISTAS  
PEOPLE REQUIREMENT ON SHIFT  
INCREASE PRODUCTIVITY—LOW SALES TREND  
MANAGING HIGH SALES TREND

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## CAFFE BENE SCHEDULING

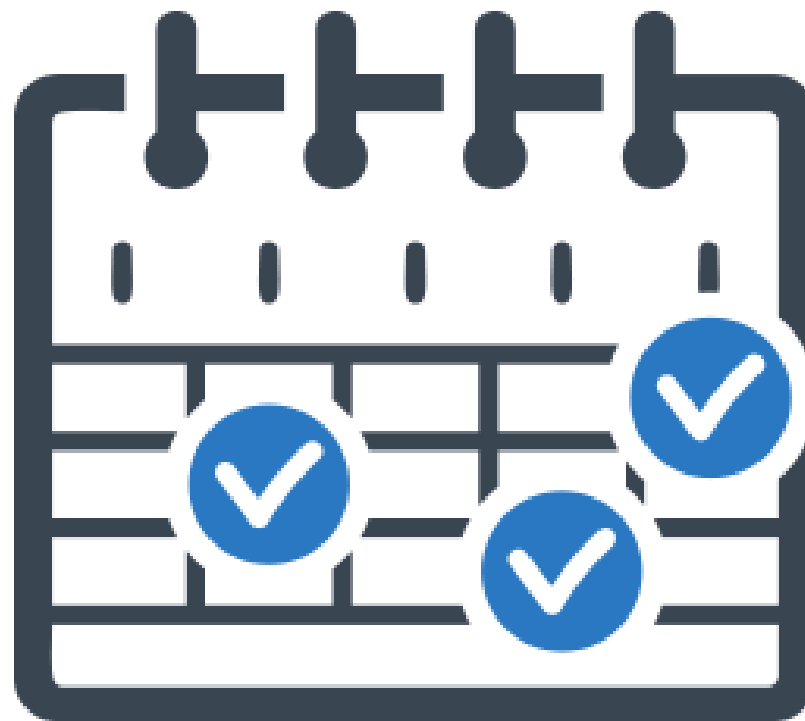
EMPLOYEE MISS THE CAB  
LATE LOGGING  
CALL SICK  
ABSENTISM / NO SHOWS

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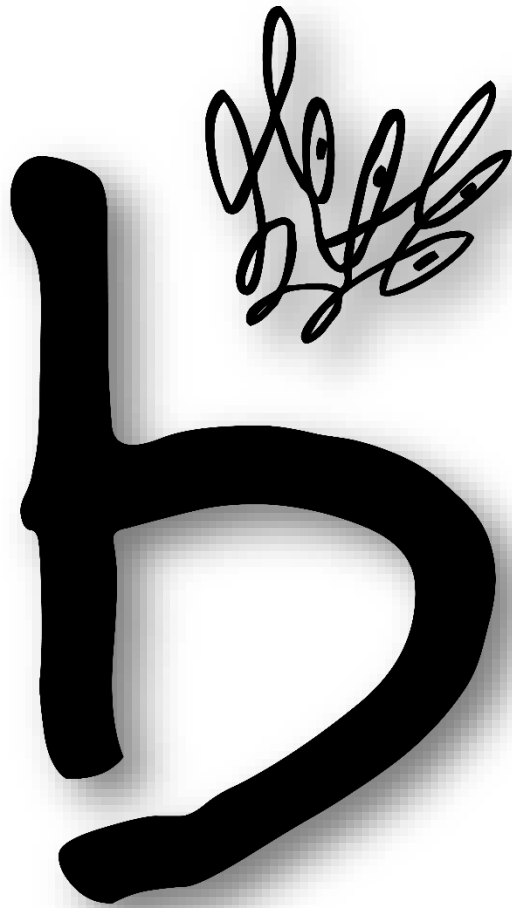


CAFFÉ BENE  
SCHEDULING

SHIFT MANAGERS CHECKLIST  
WEEKLY SCHEDULE.  
SCHEDULING MINIMUMS



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# ACTIVITY

## SCHEDULING

VIDEO

WE NEED TO TALK—ABSENT ABBY





INTERNAL-COMMUNICATION

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# INTERNAL-COMMUNICATION

COMMUNICATING NEW INFORMATION

LANGUAGE

REPORTING INCIDENTS

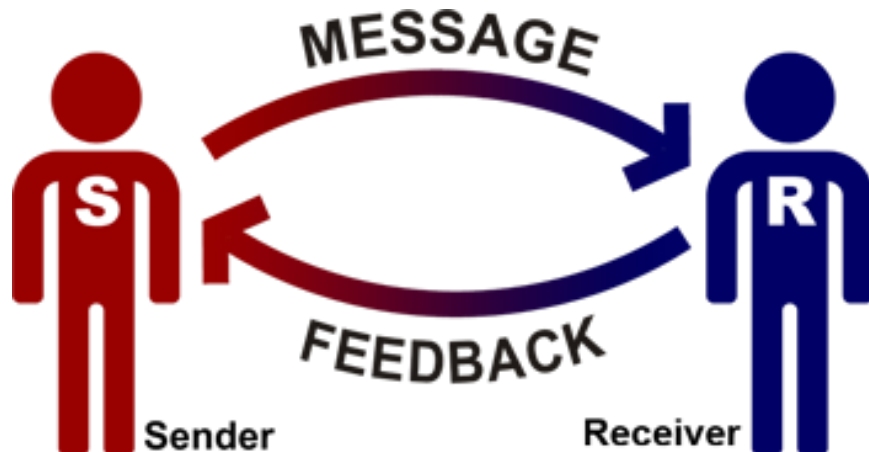
COMMUNICATION MODEL (SENDER-RECEIVER-MESSAGE-FEEDBACK)

TYPE OF COMMUNICATION

WRITTEN COMMUNICATION

VERBAL COMMUNICATION

NON VERBAL COMMUNICATION



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# INTERNAL-COMMUNICATION

## QUALITIES OF A GOOD COMMUNICATOR

USES SIMPLE WORDS

MAKE EYE CONTACT

SPEAKY SLOWLY

GOOD TONE OF VOICE

TALKS TO THE POINT

USES MORE OF OPEN ENDED QUESTIONS

ALLOWS TO SPEAK OTHERS

USES BEHAVIORAL STATEMENTS

## QUALITY OF A GOOD LISTENER

LOOK AT THE SPEAKER

PAYS ATTENTION

THINKS ABOUT WHAT THEY HEAR

SITS STILL

ASK QUESTIONS

GIVE FEEDBACK

DOES NOT INTERRUPT THE SPEAKER

STAY FOCUSED

SPEAKS ONLY WHEN IT IS THEIR TURN

STAYS PATIENT

RELATES TO THE TOPIC

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# INTERNAL-COMMUNICATION

## FILTERS AND BARRIERS

LOUD NOISE

FATIGUE

VAGUE MESSAGE

PHYSICAL

LANGUAGE

STRONG FEELING

PRE-OCCUPIED

ASSUMPTION

## LISTENING SKILLS

OPEN ENDED QUESTION

SILENCE

REFLECTION

PARAPHRASE

## TYPES OF FEEDBACK

APPRECIATIVE FEEDBACK

CONSTRUCTIVE FEEDBACK

NO FEEDBACK

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# INTERNAL-COMMUNICATION

## USE MORE OF BEHAVIORAL STATEMENTS

### PERSONALITY

INVOLVES SARCASM

DEMOTIVATION

FOR EXAMPLE: "YOU ARE AS SLOW AS SNAIL"

### BEHAVIOUR

SPECIFIC/TO THE POINT

TASK RELATED

FOR EXAMPLE: "HI SAM AS A CASHIER ONE MUST WEAR SMILE ALL THE TIME"

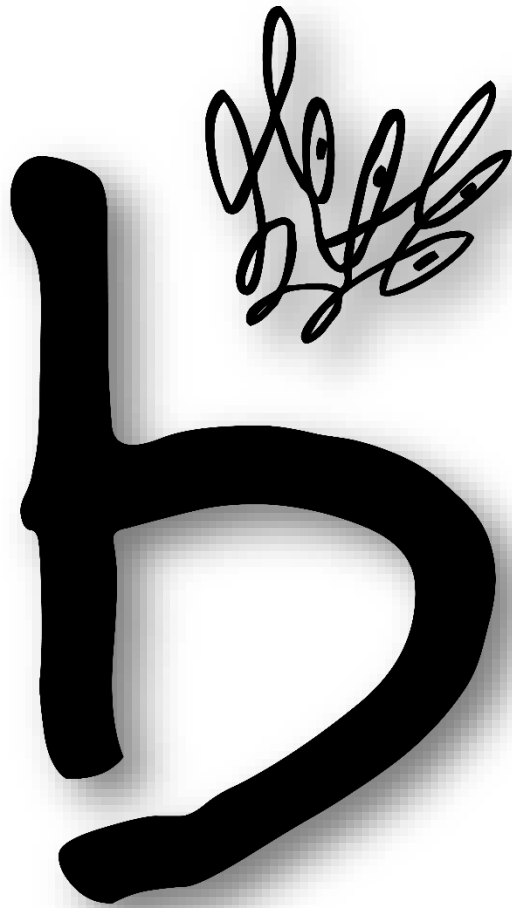


  
Caffé Bene

# INTERNAL-COMMUNICATION

## E-MAILS SHIFT MANAGER CHECKLIST JOT FORM



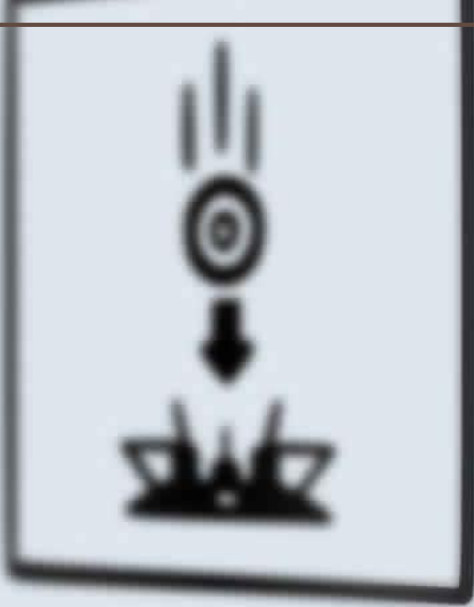


ACTIVITY  
INTERNAL COMMUNICATION

CHINESE WHISPERER



SAFETY & SECURITY



# SAFETY & SECURITY

CASH MANAGEMENT (OPENING, CLOSING, PETTY CASH, FLOAT)

AVOIDING PILFERAGE

DAILY CASH CLOSING FORMAT

MANAGING LOST AND FOUND ITEMS

STAGGERED METHOD OF OPENING AND CLOSING

MANAGING CASH DEPOSITS

ACCIDENTS

BACK DOOR POLICY

WET CAUTION FLOOR

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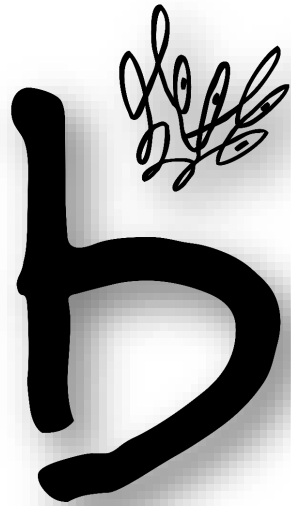


# MANAGING SITUATION

CASHIER STEALING MONEY

FOUND A MOBILE PHONE IN THE DINING AREA

ORDER NOT PUNCHED IN THE POS, BUT DELIVERED TO THE CUSTOMER

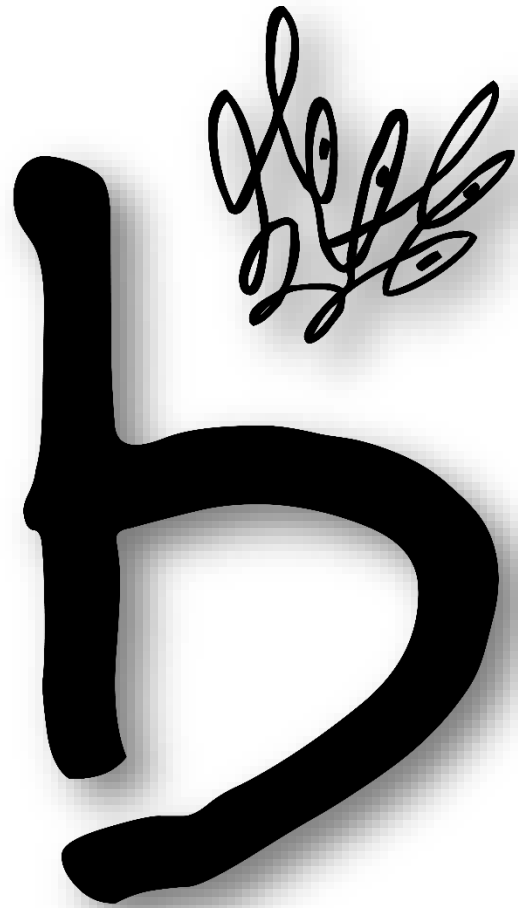


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TOOLS AVAILABLE

DAILY CASH CLOSING FORM

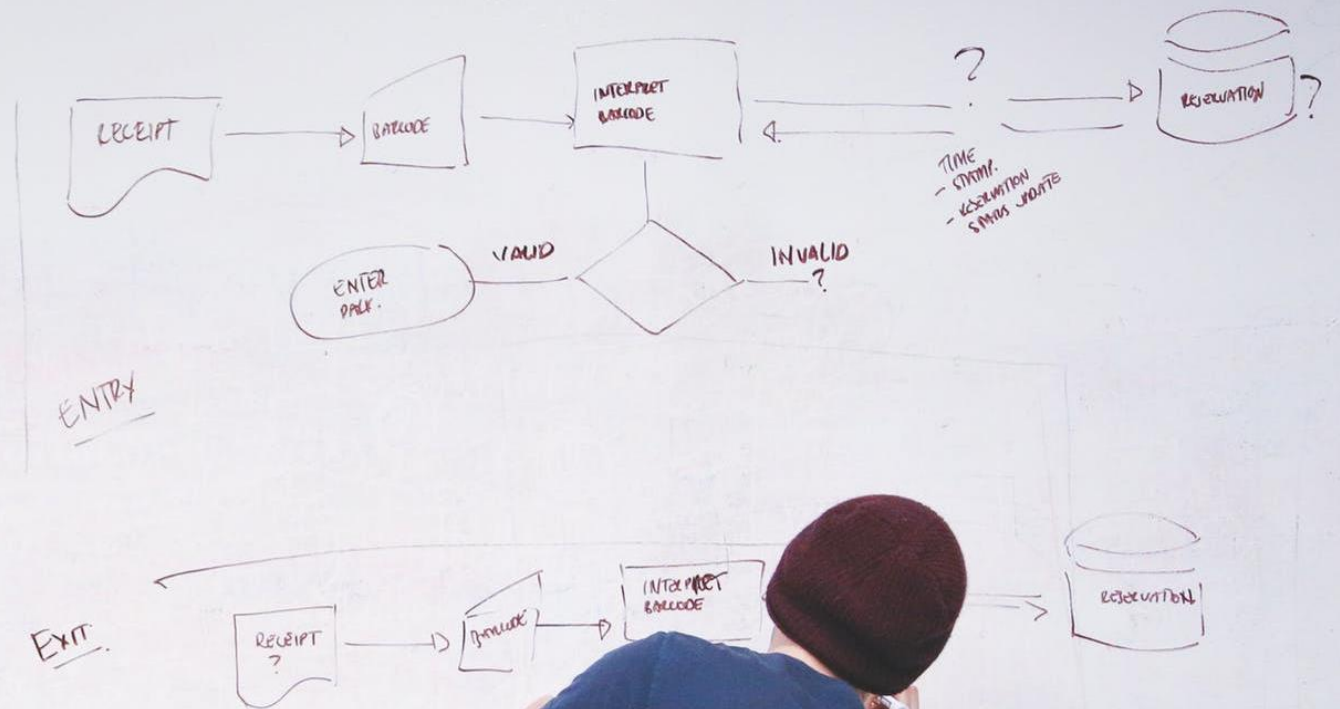
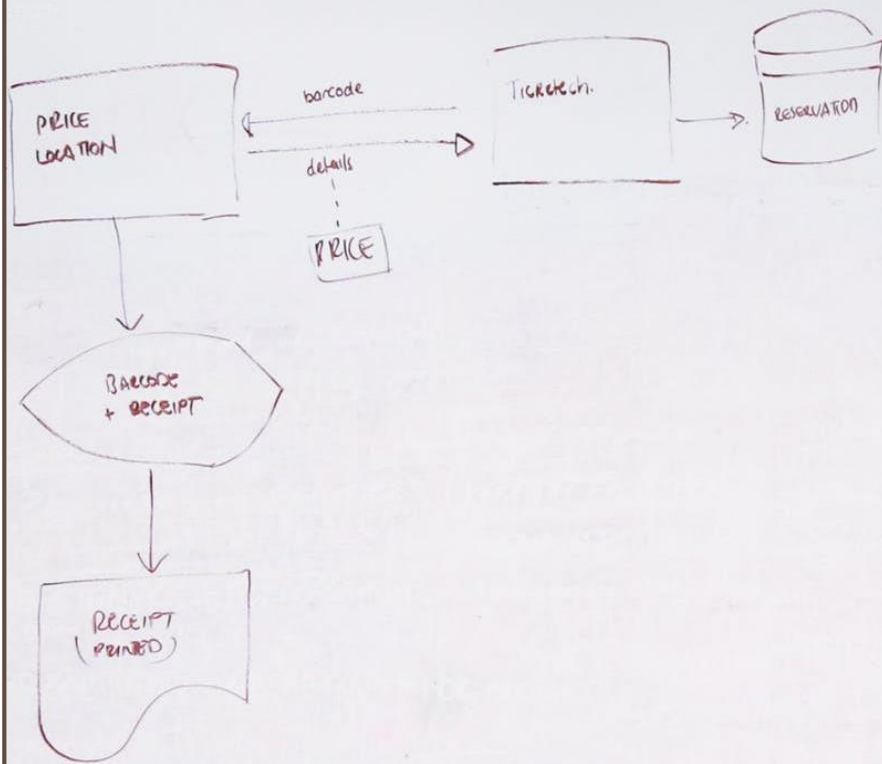
INCIDENT REPORT-JOTFORM



ACTIVITY

SAFETY & SECURITY





# BUSINESS PLANNING



# BUSINESS PLANNING

CALCULATING SALES TARGET

MONITORING ATV

BUILDING SALES LONG TERM

BUILDING SALES SHORT TERM

NEW PRODUCT LAUNCH / PROMOTIONS

PROMOTING CB SPECIALITY PRODUCTS

IDENTIFY NEW COSTUMER



# BUSINESS PLANNING

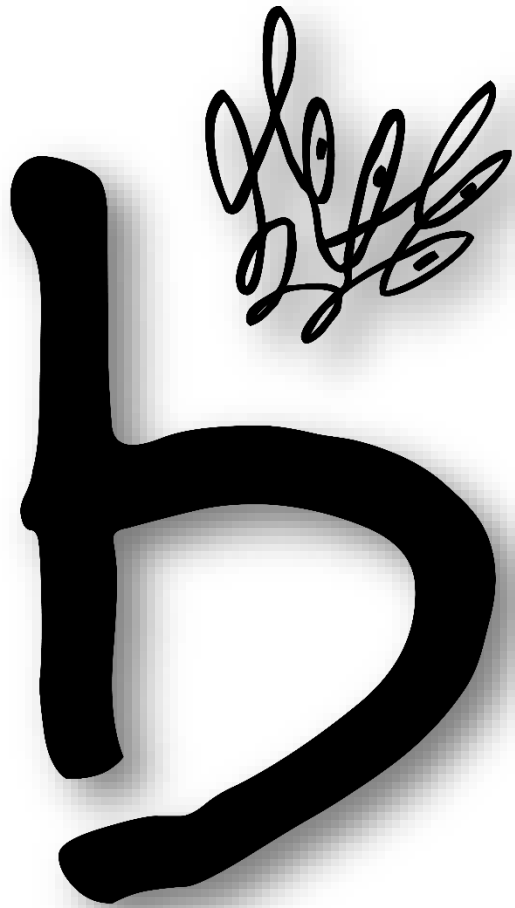
DROP IN ATV - ON SHIFT  
COSTUMER QUERIES ON PROMOTIONS



# BUSINESS PLANNING

RMS - REPORTS  
RMS - GRAPHS





ACTIVITY

## BUSINESS PLANNING

TEAMS – DEVELOP A NEW BEVERAGE AND PRESENT THE RECIPE  
“ DISCUSS SOURCING OF INGREDIENTS, OPERATIONAL PROCESS, EQUIPMENT’S ETC.”

The image shows three workers in silhouette on a dark, sloping roof. They are positioned from left to right, with the third worker standing and looking down at something in his hands. The background is a bright, hazy sky with a low sun, creating a strong backlight effect. The overall mood is industrial and focused.

## PREVENTIVE MAINTENANCE

TEAMS – DEVELOP A NEW BEVERAGE AND PRESENT THE RECIPE  
“DISCUSS SOURCES OF INGREDIENTS, OPERATIONAL PROCESS, EQUIPMENT’S ETC.”

# PREVENTIVE MAINTENANCE



HANDLING EQUIPMENT WITH CARE

HELPDESK SYSTEM - [CBSUPPORT@KEDEN.SA](mailto:CBSUPPORT@KEDEN.SA)

SERVICE AGENT CHARGES

DAILY CLEANING - EQUIPMENT

MANAGING EQUIPMENT BREAKDOWNS

TROUBLE SHOOTING

CONTROLLING UTILITIES

MISSING EQUIPMENT PARTS





# PREVENTIVE MAINTENANCE

ESPRESSO MACHINE NOT WORKING  
NO WATER SUPPLY IN THE STORE  
BLENDER MAKING LOUD NOISE  
MANAGING SITUATIONS

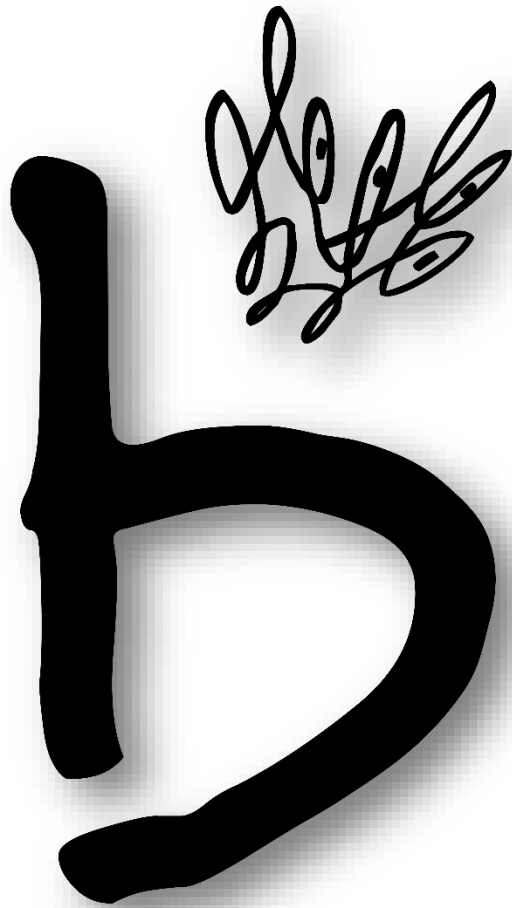
PREVENTIVE MAINTENANCE

TOOLS

CB-SUPPORT HELPDESK SYSTEM  
EQUIPMENT MANUALS

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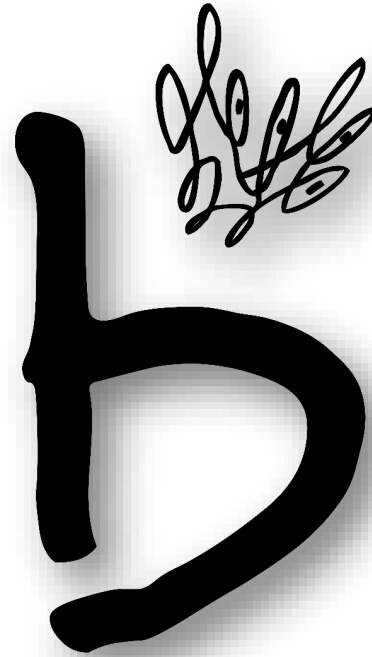


ACTIVITY

PREVENTIVE MAINTENANCE

VIDEO

THE JOB FAILS



THANK YOU