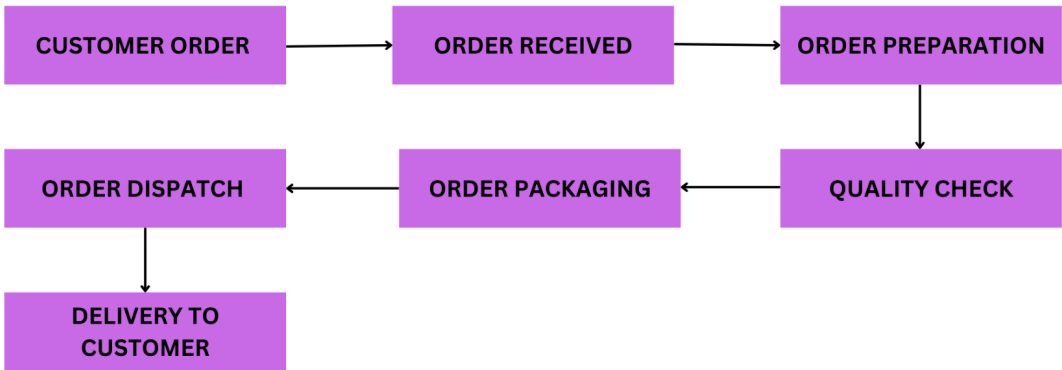




MID-TERM

GEE 301		ENTREPRENEURIAL MINDS			
DESIRED LEARNING OBJECTIVE		DESIGNING THE SALES MANAGEMENT PLAN			
GROUP NO.	2	TEAM REPRESENTATIVE	NOCALAN, RIA JASMINE G.		COURSE, YEAR, AND SECTION
MEMBERS		SILLORAR, ANGELINA G.	PAQUIAO, MAE ANN	BONGHANOY, ERICH ANN	BATIANCILA, ANGELA
WEEK	3	TITLE OF TASK	BUSINESS PLAN KAFÉA KIOSK		

KAFÉA KIOSK  
ORDER PROCESSING WORKFLOW



**Customer Order Places.** Kafèa Kiosk offers convenient ordering options through its online platform (mobile app or website) and in-store. Online ordering provides flexibility and customization options. In-store orders can be placed at the main service counter or self-service kiosk. Customers can easily select their preferred coffee drinks and add-ons, then place their orders using the self-service kiosk or with the assistance of staff.

**Order Received.** The cafe server or online order processor receives the order, ensuring seamless execution. For online orders, the processor utilizes a digital interface to coordinate with cafe staff. This streamlined process guarantees accurate order fulfillment and personalized attention for every customer.

**Order Preparation.** At Kafèa Kiosk, customers take charge of crafting their perfect coffee in the self-service area, with staff on hand to offer expert guidance and support. Meanwhile, our team prepares complementary treats like pastries and snacks. We're proud to prioritize eco-friendly

practices and freshly sourced ingredients, reflecting our commitment to environmental responsibility and quality.

**Quality Check.** The cafe staff will undergoes a quality and accuracy check to ensure it will meet the customers preferences.

**Coffee quality.** Make sure that fresh and good-quality beans are taken.

**Directions for customers.** Ensure that clear and unambiguous instructions and guidelines are available for customers to prepare their coffee.

**Quality of add-ons.** Make sure that pastries, snacks, and other add-ons are fresh and in good condition.

**Packaging and presentation.** Confirm that add-ons are well-packaged and nicely presented.

Verification of order. Confirm that the order is accurate and complete as per the customer.

Satisfaction of customer. Check that the customer is satisfied with the order.

**Order packaging.** The coffee package in Kafèa Kiosk used a eco friendly materials

Kafèa Kiosk staff packages the customer's coffee drink and add-ons.

Kafèa Kiosk staff ensures the order is properly labeled with the customer's name and order identifier.

**Order Dispatch.** Once the customer is done making their own coffee,

Cafe staff calls out the customer's name or order identifier.

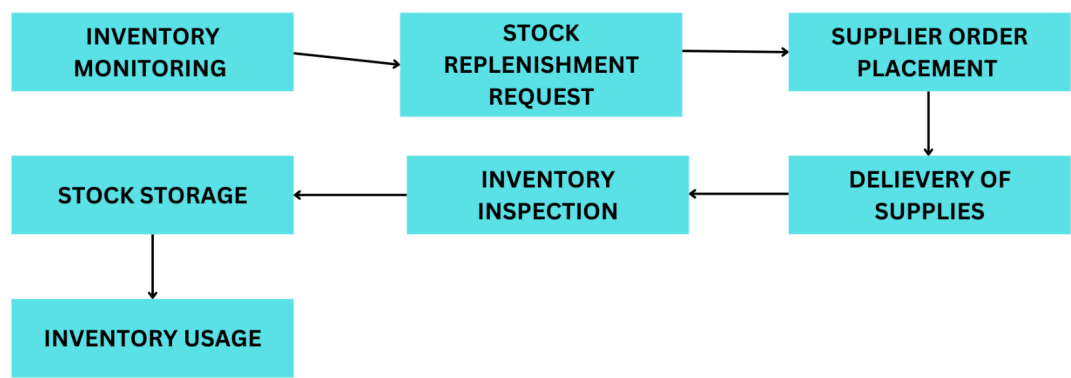
Customer picks up their order.

**Delivery to customer.** Kafèa Kiosk is a self-service coffee shop, delivery is not applicable.

Customers are the one who make and pick their coffee.

Customer enjoys their prepared coffee drink and add-ons on-site or takes it to-go.

INVENTORY MANAGEMENT WORKFLOW



**Inventory Monitoring.**Regular inventory checks to guarantee adequate supply.  
Track inventory levels. Monitor coffee beans, milk, sugar, pastries, snacks, and other supplies.  
Set reorder points. Establish minimum inventory levels for each item.  
Conduct regular audits. Regularly check inventory for accuracy.

**Stock Replenishment Request.** Low inventory levels initiate a replenishment request.  
**Generate replenishment requests.** Automatically or manually create requests when inventory levels reach reorder points.  
Review and approve requests. Ensure requests are accurate and authorized.

**Supplier Order Placement.** Approved suppliers receive orders.  
**Select suppliers.**Choose reliable suppliers for each inventory item.  
**Place orders.**Submit replenishment requests to suppliers.  
**Track orders.** Monitor order status and expected delivery dates.

**Delivery of Supplies.** Suppliers deliver goods to Kafèa Kiosk's designated storage areas.  
**Delivery coordination:** Planning and scheduling supply arrivals to ensure timely receipt while preventing storage capacity overload.  
**Receive deliveries.** Inspect shipments for damage or discrepancies.  
**Verify delivery contents.** Ensure received items match ordered quantities and specifications.

**Inventory Inspection.** Conducting thorough inspections of delivered supplies to confirm adherence to quality standards and accuracy of quantities received.  
**Inspect received items.** Check for quality, expiration dates, and packaging integrity.  
**Identify discrepancies.** Document any issues or damages.

**Stock Storage.** Verified supplies are organized and secured in allocated storage spaces, ensuring efficient inventory management and easy access.

**Optimize coffee shop storage.** Organize and store inventory, including coffee beans, syrups, and supplies, in designated areas.

**Maintain ideal storage conditions.** ensuring precise temperature, humidity, and handling protocols to preserve product quality and freshness.

**Inventory labeling and monitoring.** Accurately label coffee shop supplies, including expiration dates and batch numbers, and synchronize

**Inventory Usage.** Inventory utilization supplies are used to expertly prepare and fulfill customer orders.

**Track inventory usage.** Monitor coffee bean, milk, and other supply usage.

**Update inventory levels.** Reflect usage in inventory management system.

Continuously monitor inventory. Repeat the inventory management workflow.

## **SUPPLY CHAIN AND LOGISTICS CONSIDERATIONS**

**Supplier Relationship** .Kafèa Kiosk is committed to building and maintaining strong, collaborative relationships with our suppliers. We value strong supplier partnerships as the foundation for delivering high-quality and eco-friendly products, achieving business success, and creating memorable customer experiences.

**Supplier Selection.** Partner with reliable suppliers for high-quality coffee beans, milk, syrups, and other essential ingredients.

**Inventory Management.** Implement an inventory management system to track stock levels, expiration dates, and batch numbers.

**Quality Control.** Establish quality control measures to ensure the freshness and quality of ingredients.

### **Logistics Consideration**

**Storage and Organization.** Designate storage areas for supplies, ensuring easy access and minimizing congestion.

**Supply Delivery and Receipt.** Coordinate with suppliers for timely deliveries and inspect supplies upon receipt.

**Inventory Tracking.** Update inventory management systems to reflect supply usage and maintain accurate stock levels.

**Waste Management.** Implement a waste management system to dispose of used supplies and minimize environmental impact.

## **Kafèa Kiosk Specific Considerations**

**Self-Service Model.** Ensure that supplies are easily accessible and user-friendly for customers.

**Coffee Equipment Maintenance.** Regularly maintain and clean coffee machines to prevent breakdowns and ensure quality.

**Sanitation and Hygiene.** Implement sanitation and hygiene protocols to prevent contamination and maintain a clean environment.

**Customer Experience.** Monitor customer feedback and adjust supply chain and logistics processes to improve the overall customer experience.

## **Technology Integration**

**Inventory Management Software.** Utilize inventory management software to track supplies, automate ordering, and optimize stock levels.

**Supply Chain Visibility.** Implement a supply chain visibility platform to monitor supplier performance, track deliveries, and identify potential disruptions.

**Customer Feedback Systems.** Use customer feedback systems to collect and analyze customer feedback, identifying areas for improvement in the supply chain and logistics processes.