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Koby's Culture

1.1. Introduction to Koby's vision and mission

Vision

At Koby's, we believe great coffee shouldn't be complicated. Our goal is simple: to create cafés that serve high-quality coffee, delicious food, and offer a warm, welcoming space where everyone feels at home. We want to be a part of our guest's daily routine, a place they look forward to visiting. Our vision is to become a brand that's recognized, loved, and trusted for consistently bringing excellence to every cup and every plate.

Mission

At Koby's, it's not just about the coffee — it's about making people smile. We're here to create moments of joy, whether it's through a perfectly brewed cup, a delicious meal, or a warm, welcoming space where everyone feels at home. Our mission is to serve consistently great coffee and food, but more importantly, to leave every guest with a positive experience that brightens their day. At Koby's, we believe in simple pleasures, genuine connections, and making every visit worth it.

Key Principles of Our Mission

- 1. Quality** – We are committed to delivering top-notch quality, every single time. From our coffee to our food, we use the freshest ingredients and best methods to ensure that everything we serve meets our high standards of excellence, consistently.
- 2. Guest Experience** – At Koby's, every guest is treated like family. We strive to create a welcoming, personal experience that feels genuine and honest, making sure that every person who walks through our doors feels seen, valued, and appreciated.
- 3. Community** – We're more than just a café; we want to be a meaningful part of the neighbourhood. By creating a space that's woven into the daily routine of our guests, we become a hub where people connect, share, and belong.
- 4. Quick** – We know that time is valuable, so we serve quickly and efficiently without compromising quality. Koby's is about enjoying great moments in a relaxed atmosphere, free from distractions like work, laptops, or other tasks. We aim to create a space where one can simply savour the experience.
- 5. Sustainability** – We take our responsibility to the planet seriously. From eco-friendly practices to mindful sourcing, we're committed to reducing our footprint and making choices that benefit both our community and the environment.

Goal

At Koby's we don't intend to be distracted by the business or our competition. It is our strongest belief that regardless of the business it is about delivering an excellent experience to each guest. We intend to expand to every neighbourhood while maintaining our service standards and our brand identity.

"Koby's is not just about the coffee, it's about making people smile."

1.2. Creating A Unique Customer Experience

At Koby's, creating a memorable and unique customer experience is central to our mission. We believe that the right combination of quality products, welcoming service, and a comfortable atmosphere can turn an ordinary visit into a special moment. Here's how we focus on delivering this unique experience every day:

1. Personal and Welcoming Service

We strive to make every guest feel like they're a part of the Koby's family. From the moment they walk in, our goal is to provide personal attention and service that makes each guest feel valued.

Remembering names, knowing regular orders, and engaging in friendly conversations help create a warm, inviting atmosphere where guests feel appreciated. It's about building connections, not just transactions.

2. Consistency in Every Interaction

Whether it's a guest's first visit or their hundredth, we ensure consistency in every aspect of the experience. Our coffee, food, and service maintain the same high standard every time.

Follow your recipe book and SOP book diligently. This builds trust and ensures that guests know they can count on Koby's for a reliably excellent experience, regardless of when and where they visit.

3. Comfortable and Inviting Environment

The physical space at Koby's is designed to be cosy, comfortable, and inviting. We want our cafés to feel like a second home, where guests can unwind, enjoy their coffee, and relax. Our goal is to create an environment that people look forward to being in, whether they're alone or with friends.

Keep the kitchen and guest area clean. Cafe should always smell pleasant. Should be free of flies and insects with the AC always on and set to a comfortable level.

Music volume should be high yet low enough to allow for a conversation. Lights to be on.

4. Anticipating Guest Needs

Going beyond expectations is key to creating an amazing experience. We train our team to be attentive and intuitive, anticipating what guests might need even before they ask.

Offering a glass of water, suggesting a menu item based on past preferences, or providing extra napkins, these small gestures make a big difference in making guests feel well cared for.

5. Speed and Efficiency Without Compromise

We understand that our guests lead busy lives, which is why we strive to serve efficiently without ever compromising on quality. Whether they're grabbing a quick coffee to-go or sitting down for a meal, we ensure that service is prompt. Our goal is to respect their time while still delivering the high standard of products and service they expect from Koby's.

Start to prepare the coffee while taking the order. Keep stock of sandwiches ready as advised by Cafe Manager & Area Manager. Oven should be preheated and ready. During lean time, clean and organise your kitchen space so you are ready to serve quickly when guests arrive.

6. Creating Moments of Joy

At Koby's, we believe that the small moments matter. Whether it's the perfectly brewed coffee, a compliment from the staff, or simply the cosy ambiance of the café, we aim to create little moments of joy that brighten our guests' day. These positive experiences are what set us apart and keep our guests coming back.

Wishing 'Good Morning' or 'Good Evening' depending on the time of day. Wishing everyone goodbye. Handwritten notes on cups and bags. Cute emoji's on the paper cup when you don't know the name are all part of creating small little moments of joy.

7. Handling Feedback with Care

No experience is complete without listening to our guests' feedback. We encourage open communication and view every comment or suggestion as an opportunity to improve. When guests share their experiences—whether positive or negative—we respond with empathy and a genuine desire to make things right, ensuring they leave feeling heard and valued.

Sharing a feedback form with guests and allowing them to get their feedback on record. Sharing your name, designation and cafe number and assuring that you will remain personally responsible and inform them of updates on their feedback/complaint/request. Do not be afraid of critical feedback, rather look at it as an opportunity to improve and impress your guests.

8. Convenience

At Koby's, convenience is key to delivering a smooth, enjoyable experience. Our in-store ordering process is designed to be quick and hassle-free, allowing guests to place their orders swiftly without unnecessary delays. For even greater ease, our app lets guests place orders in advance, reducing their wait time to zero. Whether it's a busy morning rush or a leisurely afternoon visit, our fast preparation process ensures that guests get their coffee and food quickly, without compromising on

quality. Convenience is part of what makes the Koby's experience seamless and efficient, catering to the fast-paced lives of our customers.

By focusing on these aspects, we aim to create a customer experience that's not just about the products but about how our guests feel when they visit. At Koby's, every detail counts in creating moments that leave a lasting impression and turn first-time visitors into loyal regulars.

“Waiting for your order to get ready is what spoils the experience most of the time.”

1.3 Teamwork & Collaboration

At Koby's, teamwork and collaboration are key to our success. We aim to create a positive, efficient, and enjoyable work environment that enhances the guest experience. Here's how we promote collaboration within our team:

- 1. Strong Communication**

We value open and respectful communication. Team members are encouraged to share ideas, feedback, and work together to solve problems, ensuring smooth operations.

- 2. Supporting Each Other**

We believe in a “helping hands” mentality. Team members support one another, ensuring tasks are completed efficiently and everyone contributes to our collective success.

- 3. Respect and Equality**

All team members are treated with respect, regardless of role or experience. We promote diversity and ensure everyone feels appreciated and empowered.

- 4. Shared Goals**

Every team member works toward the common goal of delivering an exceptional guest experience. Understanding our roles fosters a sense of purpose and collaboration.

- 5. Continuous Learning**

We encourage learning and growth through shared knowledge. Whether improving coffee-making techniques or guest service, we believe in continuous improvement.

6. Conflict Resolution

We handle challenges calmly and constructively, promoting collaboration to resolve conflicts and learn from each situation.

7. Recognition and Appreciation, Recognizing effort and celebrating achievements boosts teamwork. A valued team leads to better guest experiences.

8. Flexibility and Adaptability, In a dynamic café environment, we adapt quickly to changes. Collaboration helps us pivot smoothly, ensuring quality service in every situation.

By fostering teamwork and collaboration, we ensure a cohesive team that delivers seamless, positive experiences for both team members and guests.

*“Coming together is a beginning.
Keeping together is progress.
Working together is success.”*

– A. P. J. Abdul Kalam

1.4 Professionalism & Integrity

At Koby's, professionalism and integrity are essential for building trust and delivering a seamless experience. These values guide how we work and interact with both guests and teammates.

1. Ethical Responsibility

We commit to doing the right thing in all situations, ensuring our actions reflect honesty, fairness, and strong moral principles.

Ex. Offer to cover a sick teammate's shift. Accept overtime assignments when the cafe is busy and understaffed. Be honest in carrying out your work. Offer guidance and counselling if you see someone indulge in wrongful practices. Escalate and report wrongful acts to your seniors.

2. Honesty and Transparency

Being open and truthful helps us build trust with guests and colleagues. We handle every situation with clear communication and fairness.

Ex. A guest gave you an order for a cappuccino. You invoiced the guest and the payment was also made, in this instance using a credit card. You go to make the coffee but the coffee machine breaks down. Apologise for this inconvenience, refund the money and try to offer something else to the guest to ensure that they don't go back hungry or thirsty. Have the mindset that we at Koby's exist to feed people. Do not worry about the money you refunded, ensure that even though the

guest could not get the coffee that they came in for, they atleast got to experience your service and food.

3. Accountability

Each team member is responsible for their actions and outcomes. Taking ownership ensures that tasks are completed efficiently and any mistakes are addressed constructively.

If you make a mistake, acknowledge it, apologise and correct it.

Ex. You made an Icedpresso with whipped cream. After receiving the drink your guests say that they don't want whipped cream. Instead of arguing or simply removing the cream, apologise and ask for a few more minutes to prepare them a fresh drink. Do not try to save money or point out that the guests neglected to mention this, instead try to put yourself in the guests shoes and give them an experience that they expect.

Ex. An online guest posts a bad review due to an incorrect order being packed. When questioned by your Manager, do not hesitate to admit your fault, even if you fear there might be a penalty. This will allow your manager to understand that you might need help in certain areas, may it be training or may it be by hiring more teammates. Honesty and Accountability will allow as a group to recognize our shortcomings and improve on them for a better future.

4. Respectful Interactions

Professionalism is rooted in respect. Treating everyone—guests and coworkers—with courtesy fosters a positive environment where people feel valued.

Remember, to get respect, we must learn to give respect. Every human being is made equal and deserves to be given our love and respect. You will be surprised to see how meaningful your relationships will become when there is mutual respect between everyone.

5. Punctuality and Dependability

Timeliness and reliability are vital. By arriving on time and fulfilling duties responsibly, we maintain smooth operations and guest satisfaction.

Always plan ahead and be on time. If you are about to get late, due to whatever reason, inform your team as soon as you can so they may adjust their schedules to ensure smooth operations.

6. Integrity in Decision-Making

Integrity means consistently making ethical choices, even when unnoticed. It ensures that we uphold Koby's values in all aspects of our work.

Remember, we are a part of the community in which our cafe is located. Do not shy away to help or assist people in the community when they come to your door.

Ex. You are cleaning outside the cafe and an elderly lady walking past you slips and falls. Ask your teammates or people around you to assist you and help the lady get back up. Bring a chair from inside or offer to take her into the cafe to sit down. Offer her a glass of water and offer to call a doctor/police/family member as required. You may offer her a coffee also if you feel it's right. We are all human beings living together. Always prioritise assisting someone, even over your business. Your humanitarian duty should always come before even your professional duty. Think 'what would an army soldier do in this situation to help this person in need' and more often than not, you will arrive at the right answer.

"We must always stand by what is right, even if it costs us our lives."

– Mahatma Gandhi

Team Structure & Responsibilities

At Koby's, the team includes Cafe Managers, Assistant Cafe Managers, Teammates, Trainees, Area Managers, Regional Managers, Purchase Executives, Delivery Executives and Maintenance staff. Other than this we have suppliers and third party vendors that support us in our operations. The responsibilities of each role are explained below along with how communication will flow between them.

2.1 Cafe Manager

The Café Manager is responsible for the overall success of the café, ensuring that daily operations run smoothly, and guests consistently receive the Koby's experience. The role encompasses several key areas:

- 1. Operations and Guest Experience**
 - a. Oversee day-to-day café operations, ensuring that the café runs efficiently and meets Koby's high standards.
 - b. Guarantee that every guest receives exceptional service, delivering the Koby's experience through quality coffee, food, and guest interactions.
 - c. Handle guest complaints professionally, ensuring quick and effective resolution to maintain guest satisfaction.
- 2. Inventory Management & Ordering**
 - a. Monitor inventory levels on a daily, weekly and monthly basis, ensuring optimal stock of ingredients and supplies while minimising waste.
 - b. Place timely orders with the Purchase Team, coordinating with suppliers to guarantee the quality and availability of stock.
 - c. Perform weekly stock checks to ensure there is no shortage or overstocking of materials.
- 3. Team Management**
 - a. Create and manage staff rosters, ensuring that each shift is adequately staffed and runs efficiently.
 - b. Handle team-related requests such as leave applications, advance requests, transfer requests, and shift changes.
 - c. Foster a professional work environment, ensuring that team members follow Koby's standards for behaviour and performance.
 - d. Motivate and support the team, fostering a positive and productive atmosphere.
- 4. Training & Development**
 - a. Train new teammates and oversee the onboarding of trainees under the 'buddy system'.
 - b. Identify areas of improvement within the team and provide necessary coaching and feedback.
 - c. Coordinate with Company Trainers and schedule regular training sessions as required.
 - d. Recognize exceptional performance and address underperformance through continuous training and guidance.

- e. Support team members in their professional growth by providing opportunities for skill development and learning.
- 5. Financial Management**
- a. Oversee the café's financial health by managing its profit and loss statement, focusing on both increasing sales and controlling costs.
 - b. Monitor key financial metrics like daily sales, expenses, and labour costs, ensuring alignment with budget goals.
 - c. Submit MIS reports regularly to Area Managers and Regional Managers, providing data on sales, expenses, and stock.
 - d. Ensure that cash is tallied properly each day and all sales are accounted for including FOC sales and voided bills.
- 6. Sales Targets & Performance**
- a. Encourage upselling and cross-selling strategies to maximise revenue and enhance the guest experience.
 - b. Monitor daily sales performance and implement action plans to address shortfalls or improve guest engagement.
 - c. Use guest feedback and market trends to adjust sales strategies and optimise performance.
 - d. Sales Targets and Incentive will be communicated to you regularly by your senior management.
- 7. Marketing Support & Promotions**
- a. Work closely with the Marketing Team to execute promotional activities and campaigns, ensuring seamless integration with daily operations.
 - b. Prepare the team for promotions, providing clear communication about offers and ensuring the staff can effectively upsell and engage guests.
- 8. Vendor Coordination, Purchase & Deliveries**
- a. Coordinate with the Purchase Team, suppliers, and delivery personnel to ensure timely and accurate deliveries of goods.
 - b. Maintain strong relationships with vendors, addressing any quality concerns or delivery issues to ensure the smooth operation of the café.
 - c. Ensure that all stock meets Kobay's quality standards, rejecting subpar deliveries and requesting replacements as needed.
 - d. All Non-standard purchase is to be approved by the Area/Regional Manager and will be paid for by your assigned Purchase Executive.
- 9. Cafe Maintenance**
- a. Ensure the café is well-maintained, working with the Maintenance Team to schedule necessary repairs and equipment upkeep.
 - b. Conduct regular checks on equipment, furniture, and facilities to ensure everything is in working order and safe for use.
 - c. Ensure the café is clean and organised, adhering to hygiene and safety standards at all times.
 - d. Address any maintenance issues promptly to avoid disruptions in operations.
 - e. All non-standard maintenance activities and requests will be approved by your Area/Regional Manager and will be paid for by your assigned Purchase Executive.

10. Compliance & Audits

- a. Ensure adherence to all governmental regulations, including health, safety, and food safety standards.
- b. Conduct regular internal audits to ensure the café is operating in compliance with legal requirements and company standards.
- c. Prepare for and pass external audits, addressing any issues or recommendations promptly.

11. SOP Adherence

- a. Ensure all team members follow the Standard Operating Procedures (SOPs) to maintain consistent service quality and operational efficiency.
- b. Regularly monitor team performance against SOPs, providing additional training or adjustments as needed to ensure compliance.
- c. Make necessary updates to SOPs as operations evolve, ensuring that all staff are trained on new procedures.

12. Transparent Communication

- a. Maintain open and regular communication with Area Managers, Regional Managers, and higher management.
- b. Provide timely updates on the café's performance, operational challenges, and opportunities for improvement.
- c. Facilitate clear communication between the café team and management, ensuring transparency and alignment across all levels.
- d. Maintain open and transparent communication with guests, ensuring their feedback, suggestions, and concerns are addressed promptly. Actively engage with customers to understand their needs, providing regular updates on new offerings, promotions, or any operational changes that may affect their experience.

2.2 Assistant Cafe Manager

The Assistant Café Manager plays a vital role in supporting the Café Manager in the daily operations of the café. Their responsibilities largely mirror those of the Café Manager, but they are more focused on day-to-day management and stepping in during the Café Manager's absence. Key duties include:

- **Operations Support:** Assist in overseeing daily operations and step in when the Café Manager is unavailable (refer to 2.1 for detailed operational duties).
- **Team Supervision:** Manage teammates during shifts, ensure SOP adherence, and coordinate shift schedules, in line with the responsibilities outlined in 2.1.
- **Guest Experience:** Address guest feedback and ensure that service quality is maintained (see 2.1 for guest handling protocols).
- **Inventory and Reporting:** Assist with inventory management, stock ordering, and reporting (refer to 2.1 for detailed inventory duties).

For full details on operational, team, and guest responsibilities, please refer to 2.1 Café Manager.

2.3 Teammates

The following SOPs apply to both senior and junior teammates at Koby's. Teammates are essential in ensuring smooth daily operations and delivering a consistently exceptional guest experience. Their responsibilities include:

1. **Guest Service:** Provide friendly, efficient, and personalised service to every guest, ensuring a positive experience. [Refer to 3.3 SOS \(steps of service\).](#)
2. **Order Preparation:** Prepare and serve coffee and food items according to Koby's standards, maintaining consistency in quality and presentation. [Refer to RECIPE BOOK.](#)
3. **SOP Adherence:** Follow all Standard Operating Procedures (SOPs) related to service, hygiene, and food safety.
4. **POS Operations:** Accurately operate the Point of Sale (POS) system, handling guest orders and payments smoothly. [Reach out to your Cafe Manager and Area Manager for assistance and training. You may also call the POS helpline for direct assistance.](#)
5. **Cleanliness and Hygiene:** Maintain a clean, organised, and hygienic workspace, ensuring café cleanliness at all times. [Refer to hygiene checklists and suggestions made during the last audit.](#)
6. **Team Collaboration:** Work closely with other teammates, providing support when necessary to ensure smooth operations during shifts.
7. **Stock Handling:** Assist with restocking supplies and ingredients, ensuring everything is properly organised and available for use. [Refer to STOCK SHEET as prepared by your Area Manager for details on par stock, minimum/maximum stock and re-order levels. Implement suggestions as mentioned during last stock audit.](#)
8. **Escalating Issues:** Immediately escalate any issues they are unable to handle to the Café Manager, Assistant Café Manager, or senior staff to ensure quick resolution and maintain guest satisfaction.
9. **Seeking Help:** Ask for help from a teammate or senior staff when needed and never hesitate to ensure the guest receives the best possible service. The priority is always delivering a seamless guest experience.
10. **Guest Feedback:** Pay attention to guest feedback and communicate any concerns or suggestions to the Café Manager or Assistant Café Manager. [Record guest feedback/complaints either through forms, emails or Koby's feedback app \(WIP\).](#)
11. **Punctuality & Honesty:** Teammates must be punctual for smooth operations and honest in all tasks. Timeliness and transparency ensure an efficient environment, helping deliver a reliable and positive guest experience at Koby's.

2.4 Trainees

Trainees at Koby's learn through the buddy system under the guidance of a senior teammate. Their role involves observing, asking questions, and gradually handling tasks under supervision. Trainees are expected to follow all SOPs, as outlined in 2.3 Teammates, and practise proper procedures to ensure quality service. They must seek help from their buddy or senior staff whenever needed to avoid any mistakes that could impact operations or guest experience.

5 Don'ts for Trainees

- 1. Don't prepare food or beverages without supervision.*
- 2. Don't handle guest complaints on your own.*
- 3. Don't operate equipment without proper training.*
- 4. Don't process payments or handle cash without guidance.*
- 5. Don't make decisions on stock or inventory without approval.*

2.5 Purchase Executives

The Purchase Executive at Koby's ensures efficient procurement and delivery processes, working closely with vendors and the café team. They are responsible for receiving café orders, placing them with vendors, and coordinating the timely pick-up and delivery of supplies. The Purchase Executive oversees the Delivery Executives, approving their schedules and ensuring timely deliveries. They handle payments for non-standard purchases and maintenance expenses, once approved by the Area or Regional Manager, and ensure that all vendors are paid on time.

Key Responsibilities:

1. **Order Management:** Receive café orders and place them with vendors in a timely manner.
2. **Vendor Coordination:** Ensure timely pick-up and delivery from vendors through internal or third-party delivery teams.
3. **Delivery Oversight:** Manage the Delivery Executive team, approve schedules, and ensure timely deliveries to the cafés.
4. **Payment Handling:** Approve and pay for non-standard café purchases and maintenance expenses after receiving necessary approvals from the Area or Regional Manager.
5. **Exclusive Authority:** Delivery Executives report directly to the Purchase Executive, and no one else can instruct them without prior approval.
6. **Order Follow-up:** Push and follow up with café teams to place orders in a timely manner to avoid delays.
7. **Vendor Payments:** Ensure all vendors are paid on time, maintaining good relationships and uninterrupted supply.

2.6 Communication Flow between Roles

At Koby's, maintaining a clear hierarchy of communication ensures smooth operations and accountability. The typical chain of communication begins with the Café Manager, who oversees all team members. Teammates and Trainees should report issues or concerns to the Café Manager or, in their absence, the Assistant Café Manager. For more complex matters, the Café Manager will communicate with the Area Manager, who in turn reports to the Regional Manager.

The Purchase Executive is responsible for coordinating with the Café Manager regarding orders, delivery schedules, and stock-related concerns. The Delivery Executives report directly to the Purchase Executive and cannot take instructions from anyone else without prior approval.

In most cases, teammates and trainees should not bypass the Café Manager when raising issues. However, if the concern involves the Café Manager directly or is a sensitive matter, they may approach the Area Manager. Similarly, in urgent situations where the Café Manager is unavailable, teammates may contact the Assistant Café Manager or the Area Manager directly.

The chain of communication can be broken without offence in cases of emergencies, health or safety risks, or situations involving harassment or misconduct, in which case direct reporting to higher management is allowed. Maintaining respectful, transparent communication ensures a harmonious and efficient work environment.

“The success of the team depends on how well the team members play their role.”

-N. R. Narayan Murthy

Café Operations

3.1 Opening Procedures

Opening the café sets the tone for the day, ensuring that everything is in place for a smooth and efficient operation. At least two teammates, which may or may not include the Café Manager, are responsible for opening the café. Their duties include preparing the café, checking cleanliness, and ensuring that all equipment is functioning properly.

Key steps for opening the café are listed below. These tasks should be completed before the café opens to guests, a detailed opening checklist is provided by the Area Manager and the Cafe Manager.

1. **Unlock and Setup:**
 - Unlock the doors and turn on all lights and necessary equipment (coffee machines, refrigeration units, etc.).
 - Ensure the café's POS system is online and functional to handle guest orders.
2. **Temperature Checks:**
 - Record the temperatures for the FDU (Food Display Unit), saladette counter, and deep freezer. Ensure that all temperatures are within the safe range for food storage. These checks should be performed at least twice a day, preferably every 4 hours.
3. **Cleanliness and Stocking:**
 - Inspect all areas of the café for cleanliness, ensuring that tables, counters, and floors are clean and organised.
 - Restock condiment stations, cutlery, napkins, and other essentials for guest service.
4. **Bakery Preparation:**
 - Ensure that bakery items are prepared and displayed properly.
 - Confirm the bakery order was placed by 4 pm two days prior, and the stock received is accurate.
5. **Team Briefing:**
 - Brief the opening team on tasks for the shift, ensuring they are aware of the day's goals and any special instructions from the Café Manager or Assistant Manager.

Once these tasks are completed, the café is ready to welcome guests.

3.2 Closing Procedures

Closing the café is just as important as opening it. A clean and well-organised café ensures a smooth start the next day. At least two teammates, which may include the closing Café Manager, are responsible for these tasks. The goal is to secure the café, clean all areas, and prepare for the next day's operation. A detailed closing checklist will be provided by the Area Manager and Cafe Manager.

Key closing procedures include:

1. **Shutting Down Equipment:**
 - Turn off coffee machines, clean them, and ensure that they are ready for the next day.
 - Shut down other non-essential equipment safely.
2. **Temperature Checks:**
 - Log the temperatures for the FDU, saladette counter, and deep freezer, ensuring they are within safe food storage ranges. Perform a second check for the day.
3. **Cleanliness and Organization:**
 - Clean all surfaces, including tables, counters, and kitchen areas. Ensure the entire café is tidy for the next day's operation.
 - Restock items for the next day, such as condiments, napkins, and cutlery.
4. **Inventory and Bakery Preparation:**
 - Ensure that bakery items are prepared and stored properly for the next day, minimising waste.
 - Confirm that the bakery order for two days in advance is placed by 4 pm to ensure a smooth supply chain.
5. **POS and Reporting:**
 - Ensure the POS system is logged out properly, and the cash register is balanced.
 - Submit the end-of-day report to the Café Manager, including sales figures, inventory status, and any issues encountered during the day.
 - Prepare the EOD (end of day), cash sales envelope and hand it over to the collection agent the next day.

Once these steps are completed, the café can be closed securely.

3.3 SOS (Steps of Service)

Providing an exceptional guest experience is at the heart of Koby's operations. From the moment a guest enters, the team should be ready to greet, serve, and ensure their visit is enjoyable.

1. **Greeting Guests:** Every guest should be greeted warmly within moments of entering. A friendly smile and a welcoming attitude are crucial.
2. **Order Taking:** Teammates should offer suggestions, clarify orders, and ensure that each guest's preferences are noted, such as customization for coffee or food items.
3. **Timely Service:** Guests expect quick service. The kitchen and coffee station should function efficiently to minimise wait times.

4. **Handling Complaints:** Guest complaints should be addressed immediately, and the Café Manager should be notified of any serious concerns. Any unsatisfactory experience should be rectified on the spot if possible.
5. **Cleanliness:** Maintain a clean environment throughout the day by regularly wiping down tables, cleaning spills, and organising guest areas. This ensures guests always enjoy a pleasant atmosphere.

Remember, each guest is equally important. A single bad experience for a single guest will lead to a negative image for you and your company. Each guest judges us for each coffee that we serve. We cannot think 'Oh it happened only once.' For that guest it might be the first and last time that they choose Koby's. We are always just 1 bad coffee away from a bad review or a permanently lost guest.

Remember, a guest with a positive experience brings in 10 more guests and a guest with a negative experience takes away 30.

Each guest that walks in has expectations of their own. It is our duty and responsibility to go over and above their expectations and deliver an exceptional experience. Whether it is our beverages, our food, our cafe ambience, our behaviour or our attention to detail. We will know we did our job right if we see our guests walk away with a smile on their face.

3.4 POS System Operations

The POS system is crucial for ensuring accurate order taking and financial tracking. Every teammate responsible for order taking must be proficient with the POS system.

1. **Logging In:** At the start of the shift, teammates should log in to the POS system. They must ensure it is functional and report any software issues to the UrbanPiper helpline.
2. **Handling Payments:** Teammates must handle both cash and digital payments correctly, ensuring accuracy in processing orders. If there are discrepancies or system errors, they should immediately inform the Café Manager or Assistant Café Manager.
3. **End-of-Day Reports:** The closing team is responsible for logging out of the POS and ensuring the cash register balances before submitting the daily report.

3.5 Inventory Management

Proper inventory management is essential to avoid shortages and ensure smooth operations. The Café Manager is responsible for monitoring inventory levels, but teammates must also assist in tracking stock.

Stock Checks

Inventory should be checked daily, with stock levels recorded. Any shortages should be flagged for emergency orders or future adjustments.

Inventory recording sheets need to be filled out daily/weekly as advised by your Area Manager and your Purchase Manager.

Ordering

Orders must be placed two days in advance by 4 pm for bakery items. Teammates can assist with inventory checks, but the final responsibility for orders lies with the Café Manager.

All orders to be communicated 2 days in advance before 4pm on the day. No orders will be delivered on Tuesdays and Sundays.

Minimising Wastage

Teammates should follow SOPs to minimise wastage, ensuring only necessary amounts of food and coffee are prepared and served.

Wastage has to be maintained below 2% each month.

3.6 Hygiene and Cleanliness Standards

Maintaining the highest standards of cleanliness is a non-negotiable part of Koby's operations. Cleanliness protocols ensure food safety and an inviting environment for guests.

Daily Cleaning Tasks

Teammates are responsible for cleaning and sanitising all surfaces, restocking cleaning supplies, and ensuring the café is tidy throughout the day. Make sure to clean tables and the surrounding area everytime guest leaves, this prepares your cafe for the next guest and makes sure that their experience is not compromised.

R2- glass & clear surface(table tops) & cabinets, 15 ml in 1 ltr water.

R2- hard surfaces, 30 ml in 1 ltr water.

BLUE Wonderwipes for Kitchen/Counters

YELLOW/PINK Wonderwipes for guest area

Idol Time

The best time to clean and organise the cafe is when you are free. Make sure that you utilise your free time to keep the cafe and kitchen area clean and organised. Remember, we are always just 1 bad experience away from losing all that we build.

Best for cleaning, organising and running errands.

Temperature Logs

The FDU, saladette counter, and deep freezer temperatures should be logged at least twice a day. If temperatures fall outside safe ranges, the Café Manager should be notified immediately.

Monthly Cleanliness Charts

A cleanliness chart should be maintained monthly, and the Café Manager is responsible for ensuring it is up to date.

3.7 Handling Guest Complaints

Guest satisfaction is paramount at Koby's. All complaints must be addressed quickly and professionally.

1. Immediate Action:

Any complaint should be taken seriously. Teammates must listen to the guest, apologise for the issue, and try to resolve it on the spot by involving the cafe manager or in cases their Area Manager.

Teammate —> Cafe Manager —> Area Manager —> Regional Manager

2. Escalating Issues:

If the problem requires more attention, it should be escalated to the Regional Manager and COO. All significant complaints should be documented and reported in the daily log.

Area Manager —> Regional Manager —> COO —> CEO

3.8 Emergency Procedures and Safety Protocols

Emergencies are rare but require clear procedures to handle them effectively.

Power Outages and Equipment Failures:

Report power outages or equipment failures immediately on the company group. Notify the Purchase and Maintenance Teams so that immediate action can be taken.

Medical Emergencies:

For medical emergencies, the Area/Regional Manager and COO should be informed via phone. The affected person should be taken to the nearest hospital without delay.

Coffee & Food Preparation

This chapter provides detailed guidelines for teammates to follow during coffee and food preparation at Koby's. Adhering to these standards ensures consistency, quality, and guest satisfaction. Each section outlines the necessary steps for producing high-quality beverages and food items, while emphasising hygiene, presentation, and minimising waste.

4.1 Coffee Preparation Guidelines

At Koby's, coffee is the centrepiece of the guest experience. Proper techniques and consistent methods are critical in maintaining the quality and flavour of each cup.

1. Consistency in Coffee Preparation:

Every coffee beverage, whether it's an espresso, cappuccino, or latte, must follow Koby's standardised recipes. Teammates must ensure that all drinks are brewed with precision in terms of the process and ingredient ratios. Consistency in brewing will guarantee that every cup tastes the same, regardless of location or time.

2. Espresso Machine Setup and Use:

- **Prepping the Machine:** The espresso machine must be checked and prepared each morning. Ensure that it is properly cleaned, water pressure is good, bean hopper is full and all components such as the group head and steam wand are functioning properly.
- **Espresso Extraction:** extract 2 trial shots every morning and dump them. Brew the 3rd shot and taste to make sure there is no variation. The target is a balanced, creamy espresso with good crema. In case you sense there is a variation in taste, involve your cafe manager to calibrate the espresso.

3. Milk Frothing Techniques:

- Use fresh, cold milk for each coffee drink, measuring the correct amount to avoid waste.
- Place the steam wand in the centre of the milk pitcher and start the automatic frothing cycle. Overheating can burn the milk and negatively affect the flavour. In case the microfoam is not as per standard, involve your cafe manager to resolve the issue.
- After each use, clean the steam wand with the blue microfibre cloth immediately and purge the steam wand to prevent milk buildup. Blue microfibre cloth should be washed and dried every 4 hours.

4. Maintaining Coffee Equipment:

- Clean the group heads, steam wands, and drip trays after every shift to prevent buildup of coffee oils and milk residue, which can alter the taste.
- Perform deep cleaning of the espresso machine at the end of each day, including backflushing and descaling as needed. Proper maintenance ensures equipment longevity and consistently high-quality coffee.

4.2 Food Preparation Guidelines

Food at Koby's is designed to complement the coffee experience, and the preparation process must be precise, efficient, and consistent.

1. Ingredient Quality and Freshness:

- Only the freshest ingredients should be used. When receiving stock, check expiration dates and inspect produce for freshness. Reject any items that don't meet Koby's quality standards.
- The First In, First Out (FIFO) method must be followed rigorously, ensuring older stock is used before newer deliveries to prevent spoilage and waste.

2. Following Recipes and Portion Control:

- Each food item has a specific recipe, detailing the exact ingredients and portion sizes. Strict adherence to these recipes ensures that guests receive a consistent product, both in taste and presentation.
- Teammates must use pre-measured ingredients and follow established cooking or assembly procedures. For sandwiches, for example, use only the specified amounts of fillings and condiments.
- Using correct portion sizes not only maintains consistency but also reduces wastage by avoiding over-preparation.

3. Bakery and Pastry Handling:

- Bakery items must be handled with care to ensure freshness and proper display. Check bakery stock upon delivery, and ensure they are stored in the Food Display Unit (FDU) always below 12°C and saladette counter at below 8°C.
- The Café Manager is responsible for placing bakery orders by 4 pm, two days in advance. If any discrepancies are found in stock quality or quantity, report them immediately.

4. Preparing in the Kitchen:

- The kitchen area must remain clean and organised during food preparation. Use separate cutting boards and utensils for different ingredients to prevent cross-contamination, particularly between raw and cooked items, vegetarian (green) and non-vegetarian (red) items.
- After every use, clean all preparation surfaces, tools, and equipment. This ensures efficiency and maintains hygiene throughout the shift.

4.3 Beverage and Food Presentation Standards

Presentation plays a significant role in the overall guest experience at Koby's. Food and beverages should always look appetising and reflect the café's commitment to quality.

1. Coffee Presentation:

- Coffee should be served in the correct cups or takeaway containers, depending on whether the guest is dining in or taking their order to go. Ensure that the cup and lid are clean, with no spills or drips on the sides.
- For drinks such as lattes and cappuccinos, latte art (e.g., hearts, rosettas) should be created whenever possible to enhance the visual appeal of the drink. Teammates should be trained in basic latte art skills.

2. Food Presentation:

- Food items must be neatly presented on clean plates or takeaway containers. Every dish should be arranged in a visually appealing manner, with garnishes or sauces applied evenly.
- The Café Manager or designated supervisor should routinely inspect the presentation of food to ensure standards are being met. Sloppy or inconsistent presentation should be corrected immediately.

3. Takeaway Packaging:

- Ensure that all takeaway food and drinks are securely packaged to avoid spillage or damage. Drinks should have lids that are properly secured, and food should be packaged in eco-friendly containers that maintain the integrity of the dish.
- Guests should also be provided with appropriate cutlery, napkins, and any necessary condiments or side items.

4.4 Maintaining Hygiene during Preparation

Maintaining hygiene during food and beverage preparation is critical to ensuring guest safety and meeting regulatory standards. Cleanliness should be an ongoing priority during all shifts.

1. Personal Hygiene:

- Teammates must wash their hands thoroughly with soap and warm water before starting any food or drink preparation, after handling raw ingredients, and after touching non-food surfaces (e.g., money, door handles).
- Disposable gloves must be worn when handling ready-to-eat food, and they should be changed frequently, especially when switching between different tasks.
- Hair nets should be worn at all times when working in the kitchen. Hand should be free of any jewellery, watches, bracelets etc.

2. Surface Cleaning:

- All preparation surfaces must be wiped down and sanitised before and after each task. Use separate cutting boards for different ingredients to prevent cross-contamination (e.g., raw meats vs. vegetables).
- Keep cleaning supplies, such as sanitizers and wipes, readily available in the kitchen and coffee preparation areas. Deep cleaning should be conducted regularly to ensure surfaces remain clean.

3. Utensil and Equipment Cleaning:

- All utensils, such as knives, spoons, and spatulas, must be cleaned after each use. Coffee machine rinse cycle should be activated after every 5 coffees throughout the day, and kitchen equipment should be washed and sanitised regularly.
- Any equipment that comes into contact with food or beverages must be cleaned and disinfected to avoid contamination.

4. Waste Management:

- Dispose of food waste in designated bins, ensuring that waste does not accumulate in preparation areas. Bins should be emptied regularly to prevent odours and maintain hygiene.
- Make sure waste is sorted correctly, and avoid unnecessary waste by using proper portioning and preparation techniques.

4.5 Handling Allergies and Special Requests

At Koby's, ensuring that guests with allergies or special dietary requests feel safe and comfortable is a top priority.

1. Allergy Awareness and Prevention:

- All teammates must be aware of the common allergens present in Koby's menu items, such as nuts, dairy, and gluten. They should be

prepared to inform guests about potential allergens and ensure that their order is prepared safely.

Understand your menu! You should know what items are eggless and which ones have eggs. Which options are healthy and which ones are your bestsellers. Possible allergens in each item. This will aid your guest and also in suggestive selling.

- Dedicated utensils, equipment, and preparation areas should be used to handle allergen-free orders. For example, when preparing a gluten-free item, ensure the preparation surface is clean and free of gluten particles.

2. Handling Special Requests:

- Guests often request modifications to their orders, such as substituting dairy milk for almond or lactose free milk, or excluding certain ingredients. These requests must be noted carefully and fulfilled accurately.
- Verify any special requests with the guest to ensure clarity, and communicate these modifications clearly to other teammates, especially those in charge of preparation.
- In case you feel you have made a mistake, DO NOT serve the food or beverage. Do not hesitate to remake the order, even at the cost of wastage. Ensure that you give your guest a safe and tasty experience.

3. Guest Communication:

- Open communication with guests about their allergy concerns or special requests is essential. Confirm the details of their order and assure them that it will be prepared with care. In the event of any doubts or confusion, seek clarification from the Café Manager.

4.6 Waste Minimization in Preparation

Reducing waste is both an environmental and operational priority at Koby's. Efficient use of ingredients and careful portioning can significantly minimise waste.

1. Portion Control:

- Ensure that all food and beverages are portioned according to Koby's recipes. Over-portioning can lead to waste, while under-portioning may result in guest dissatisfaction. Use measuring tools like scoops and scales to ensure accuracy.
- Track portions carefully, especially during busy periods, to ensure that excess ingredients aren't being used unnecessarily.

2. Managing Leftovers and Expiry:

- Leftover ingredients should be stored properly, labelled with the date, and used in future preparations before they expire.
- Expiry dates should be monitored regularly, and any items approaching expiration should be prioritised for use or safely discarded if no longer fresh.

3. Sustainable Practices:

- Koby's is committed to reducing environmental impact. Where possible, use eco-friendly packaging and materials that can be recycled or composted. Encourage guests to use reusable cups and containers for takeaway orders.

4.7 Training Teammates for Coffee and Food Preparation

Proper training ensures that all teammates at Koby's are skilled and capable of delivering quality coffee and food consistently.

1. Comprehensive Training Programs:

- New teammates must complete a structured training program that covers theoretical knowledge (recipes, hygiene protocols) and hands-on practice under supervision. This ensures they are well-prepared to handle food and beverage preparation independently.
- All teammates should receive regular refresher training, particularly when new menu items are introduced or when equipment is updated.

2. Buddy System for Trainees:

- Each new trainee is paired with a senior teammate (buddy) who will guide them through the preparation process. The buddy is responsible for overseeing their progress and ensuring that they understand the correct techniques for coffee and food preparation.
- Trainees should shadow their buddy during busy shifts to observe proper techniques and gain confidence in their skills.

3. Ongoing Assessment and Feedback:

- Teammates must be regularly assessed on their ability to prepare coffee and food to Koby's standards. Feedback should be given to help them improve, and any mistakes should be addressed immediately through corrective training.
- The Café Manager should monitor the performance of teammates and provide opportunities for growth and development within the team.

Inventory & Stock Management

5.1 Stock Monitoring & Tracking

1. Daily stock checks of coffee beans, milk, bakery items, food ingredients, and cleaning supplies to ensure adequate stock for operations.
2. Record stock levels daily using standardised forms or digital systems for an overview of current inventory.
3. Café Manager oversees stock monitoring, but teammates assist by reporting discrepancies or shortages.
4. Use real-time tracking systems linked to POS for better management of fluctuating demand.
5. Monitor critical items like coffee beans and milk to prevent disruptions.
6. Track and record waste to identify areas for improvement in inventory management.
7. Conduct end-of-day stock reviews to plan orders or address immediate needs.

5.2 Ordering Process

1. Café Manager or designated teammate places orders two days in advance for bakery and other key supplies.
2. Orders must be placed by 4 pm to ensure timely delivery.
3. Use the inventory monitoring system to determine stock needs and avoid over-ordering.
4. Critical items like coffee beans, milk, and fresh produce should always be prioritised.
5. Verify current stock levels before placing an order to minimise waste and ensure accurate ordering.
6. Communicate with the Purchase Executive to finalise orders and confirm delivery schedules.
7. Emergency orders should be flagged and placed immediately when shortages arise.

5.3 Receiving and Inspecting Stock

1. Inspect stock upon arrival, checking for quality, expiration dates, and accuracy against the order placed.
2. Record all received stock in the inventory management system to update stock levels.
3. Reject any items that do not meet Koby's quality standards (e.g., damaged, expired, subpar items, tomatoes smaller than 2")
4. Ensure proper storage of perishable items like bakery goods and dairy immediately after delivery.

5. Report discrepancies in deliveries (e.g., missing or damaged items) to the Café Manager and the Purchase Executive for corrective action.
6. Teammates assisting in receiving stock should ensure proper handling to prevent damage or spoilage.
7. Confirm that temperature-sensitive items are stored correctly upon delivery.

5.4 Stock Rotation and Expiry Management

1. Follow the First In, First Out (FIFO) method to ensure older stock is used first.
2. Teammates should check expiration dates regularly and prioritise using items that are nearing their expiration date.
3. Mark perishable items with the date they were received to easily track age.
4. Inspect stock regularly to prevent spoilage, particularly in high-turnover items like dairy and bakery products.
5. BOGO any bakery item close to expiry date. You may give away free to regular customers or with online delivery orders to enhance the guest experience.
6. Discard expired or spoiled items immediately and report them to the Café Manager.
7. Keep storage areas organised to ensure easy access and proper rotation of stock.
8. Conduct weekly checks for items nearing expiration to avoid unnecessary waste.

5.5 Minimising Waste and Loss

1. Monitor portion control during food and beverage preparation to avoid excess use of ingredients.
2. Use standardised recipes to ensure consistent portions and reduce over-preparation.
3. Track and document waste to identify areas where overuse or spoilage is occurring. [Ex. Be mindful of Dairy & Meat.](#)
4. Properly store ingredients to extend their shelf life and prevent unnecessary spoilage.
5. Adjust orders based on actual consumption trends to avoid overstocking and waste.
6. Regularly train teammates on waste reduction techniques and proper handling of ingredients.
7. Encourage the team to use leftover ingredients that are still fresh for special dishes or promotions to minimise loss.

5.6 Inventory Audits and Reporting

1. Perform regular inventory audits to cross-check stock levels against recorded data.
2. Audits should be conducted at least monthly, with Café Manager overseeing the process.

3. Compare physical inventory with inventory management system data to identify discrepancies.
4. Report audit results to the Purchase Executive and Area Manager for review.
5. Investigate and resolve any major discrepancies (e.g., missing items or overstock) immediately.
6. Keep detailed records of inventory changes, including stock received, stock used, and waste.
7. Use audit data to adjust future ordering and inventory management practices.

5.7 Handling Shortages and Overstock Situations

1. For shortages, immediately notify the Café Manager and place emergency orders with the Purchase Executive. [Ex. Use ONLY fixed alternate vendors for Bakery.](#)
2. Use real-time stock monitoring systems to prevent shortages by identifying low stock levels early.
3. Prioritise critical items (e.g., coffee beans, milk) when handling shortages to avoid operational disruptions.
4. For overstock, adjust upcoming orders to reduce future deliveries of the overstocked item.
5. Consider promotions or special offers to move excess stock quickly (e.g., discounted bakery items nearing expiration).
6. Monitor and manage overstock carefully to avoid wastage, particularly for perishable items.
7. In cases of repeated overstock or shortages, review and revise ordering processes with the Café Manager and Purchase Executive.

SOP Compliance & Performance Management

This chapter outlines how Koby ensures compliance with Standard Operating Procedures (SOPs) and how performance is managed, including how issues are addressed when SOPs are not followed. It also covers training, development, and performance reviews.

6.1 Handling Repeat Mistakes & SOP Non-compliance

1. **Identifying Repeat Mistakes:** Mistakes are identified through regular audits, guest feedback, and team observations. The Café Manager must document these incidents in detail, including when and how they occurred.
2. **Guiding and Correcting:** After the first mistake, the Café Manager or Assistant Café Manager should provide guidance and additional training to the teammate to ensure they understand the SOP in question. Use this as a coaching moment to reinforce expectations.
3. **Escalation for Repeat Offenders:**
 - (a) If a teammate repeatedly violates the same SOP despite coaching, the issue is escalated. A formal discussion is held between the Café Manager and the teammate to understand why the non-compliance continues.
 - (b) The Area Manager is notified if issues persist after escalation to document the problem and to take further steps, such as additional training or performance action.
4. **Consequences for Non-Compliance:** Non-compliance with SOPs can lead to written warnings, suspension, or termination, depending on the severity and frequency of the violations. The Café Manager must keep the Area Manager informed of any formal warnings issued.

6.2 Training and Development Plans

1. **Initial Training:** New teammates go through comprehensive onboarding, which includes theoretical understanding and hands-on practice of Koby's SOPs. This includes areas such as coffee preparation, guest service protocols, and safety procedures.
2. **Continuous Learning:**
 - (a) Regular training sessions should be held to refresh teammates on key SOPs, especially when new processes are introduced or menu items are added.
 - (b) Quarterly workshops are encouraged, covering advanced skills, such as managing guest complaints and ensuring team productivity during peak hours.

3. **Individual Development Plans (IDPs):** Café Managers should identify teammates who require additional support or show potential for growth. Tailored development plans are created, including one-on-one coaching, external courses, or shadowing senior staff members.
4. **Cross-Training:** To ensure team flexibility, teammates should be cross-trained in different roles (e.g., POS operations, coffee preparation, and stock management) to ensure smooth operations when staff are unavailable.

6.3 Regular SOP Audits and Feedback Collection

1. **Monthly SOP Audits:**
 - (a) The Café Manager must perform monthly audits to ensure SOPs are being followed consistently. This includes checking for compliance in guest service, food safety, inventory management, and cleanliness standards.
 - (b) The results of these audits are shared with the Area Manager, who provides feedback on areas that need improvement.
2. **Teammate Feedback:**
 - (a) Teammates should have an open platform for providing feedback on the SOPs. This allows them to suggest improvements or highlight areas where current procedures may not be practical.
 - (b) Feedback can be gathered through quarterly meetings or an anonymous suggestion box.
3. **Guest Feedback as an Audit Tool:** Guest complaints or comments should be considered a crucial part of SOP auditing. Repeated complaints may highlight areas where SOPs are not being followed properly or need revision.
4. **Immediate Corrective Action:** If an SOP violation is found during an audit, corrective action must be taken immediately. This can involve restraining the team, updating procedures, or improving communication to prevent future mistakes.

6.4 Performance Reviews and Coaching

1. **Regular Performance Reviews:** Formal performance reviews should be conducted every six months by the Café Manager, with input from the Area Manager. Reviews evaluate how well teammates adhere to SOPs, their teamwork, guest service, and overall contribution to the café's success.
2. **Key Performance Indicators (KPIs):** KPIs include punctuality, adherence to SOPs, guest feedback, cleanliness standards, and teamwork. These are used to assess performance fairly and consistently.
3. **One-on-One Coaching:** Continuous coaching is important. Café Managers should meet with teammates regularly to provide feedback on their performance and discuss how they can improve or develop further. This should be a positive, constructive process that encourages growth.
4. **Goal Setting:** Performance reviews should include setting achievable goals for teammates, such as mastering a new skill or improving their speed in service. Progress toward these goals is discussed in the next review period.

6.5 Addressing Behavioral Issues and Escalation Process

1. **Identifying Behavioural Issues:** Behavioural issues, such as poor attitude, lack of professionalism, or unwillingness to follow instructions, are identified through observation by the Café Manager or complaints from teammates or guests.
2. **Initial Intervention:** When a behavioural issue is first noticed, the Café Manager should address it informally with the teammate. The goal is to correct the behaviour early through conversation and guidance.
3. **Escalating to Formal Warnings:** If the behaviour persists, the Café Manager documents the incidents and escalates the matter. A formal warning is issued, and the Area Manager is notified.
4. **Behavioral Improvement Plan (BIP):** For more serious issues, a BIP is created, which outlines specific behaviour changes expected of the teammate, along with a timeline for improvement. Failure to comply may result in further disciplinary action.
5. **Final Escalation to Termination:** If behavioural issues continue after formal warnings and a BIP, the Café Manager, in consultation with the Area and Regional Managers, can escalate the issue to termination. Proper documentation of all previous actions must be kept for legal and HR purposes.

Health & Safety Guidelines

7.1 Food Safety Regulations

1. Proper Food Handling:

- (a) Teammates must wash their hands before and after handling food, and after any non-food-related activities (e.g., handling money, using the restroom).
- (b) Use gloves when handling ready-to-eat food, and change gloves between tasks to avoid cross-contamination.

2. Temperature Control:

- (a) Perishable items such as dairy, meats, and bakery goods must be stored at their appropriate temperatures. Follow regular temperature checks for refrigerators, saladette counters, and deep freezers, as outlined in Chapter 3.
- (b) Hot food must be maintained at a safe temperature (above 60°C) until served, while cold food must be kept below 5°C.

3. Avoiding Cross-Contamination: Use separate cutting boards and utensils for raw and cooked items. Clean and sanitise all surfaces and tools after each use to prevent contamination.

4. Expiry Management:

- (a) Follow First In, First Out (FIFO) for inventory management, and regularly check expiration dates to ensure expired food is disposed of immediately.
- (b) Record food disposal for any expired items to monitor waste and ensure safe food practices.

7.2 Maintaining Cleanliness and Sanitation Standards

1. Daily Cleaning Routines:

- (a) All surfaces, equipment, and tools must be cleaned and sanitised regularly throughout the day. Tables, countertops, and kitchen areas should be wiped down after each use.
- (b) Use approved cleaning agents and follow proper dilution instructions to ensure effective sanitation.

2. End-of-Day Deep Cleaning: The café must undergo deep cleaning at the end of each day. This includes wiping down all equipment, cleaning floors, and sanitising high-touch areas (e.g., door handles, POS terminals).

3. Personal Hygiene: Teammates are expected to maintain personal hygiene standards, including wearing clean uniforms, hairnets, and gloves during food preparation. Teammates with visible illnesses or injuries should report to the Café Manager and may be reassigned to non-food handling tasks.

4. Restroom Cleanliness: Restrooms must be cleaned and stocked regularly throughout the day. This includes restocking soap, paper towels, and toilet paper, as well as sanitising surfaces.

7.3 Equipment Maintenance and Safety Checks

1. **Regular Equipment Checks:** All equipment, including coffee machines, grinders, refrigerators, and ovens, must be inspected daily to ensure they are in proper working condition.
2. **Temperature Monitoring:** Ensure that refrigerators, saladette counters, and freezers maintain the correct temperatures throughout the day, as specified in the temperature chart logs (refer to Chapter 3). Log readings at least twice a day and report any discrepancies to the Café Manager.
3. **Safety Protocols:** Ensure all electrical and kitchen equipment is operated according to the manufacturer's guidelines. Report any malfunctions immediately to the Purchase Executive, who will coordinate repairs.
4. **Equipment Repairs:** Any broken or malfunctioning equipment must be reported to the Café Manager, who will escalate it to the Purchase Executive. The equipment should not be used until it has been repaired or replaced.

7.4 First Aid and Emergency Procedures

1. **First Aid Kit:** A fully stocked first aid kit must be available at all times, containing items such as bandages, antiseptic wipes, burn aid gel and pain relievers. The Café Manager is responsible for ensuring the kit is regularly stocked and that teammates know where it is located.
2. **Handling Injuries:** For minor injuries (e.g., cuts, burns), first aid should be administered on-site. For more serious injuries, teammates must be taken to the nearest hospital. The incident should be reported to the COO or escalated to the CEO.
3. **Fire Safety:** Ensure fire extinguishers are easily accessible and checked regularly for functionality. In the event of a fire, all teammates must follow the evacuation procedure, leaving the building immediately and assisting guests as necessary.
4. **Power Outages:** In the case of a power outage, report it immediately on the company group and notify the Purchase and Maintenance teams. Follow backup procedures for food storage to prevent spoilage, such as checking refrigeration units. Ensure emergency light is charged and working.

7.5 Reporting Accidents or Hazards

1. **Accident Reporting:** All accidents, no matter how minor, must be reported immediately to the Café Manager. The incident must be logged in an accident report book, noting the time, cause, and any actions taken.
2. **Identifying Hazards:** Teammates should be proactive in identifying potential hazards (e.g., spills, broken equipment, frayed wires). Any hazard should be reported immediately and addressed to prevent accidents.
3. **Corrective Action:** The Café Manager must ensure that all hazards are promptly dealt with. For larger issues, the Purchase Executive and Maintenance teams should be contacted to arrange repairs or adjustments.
4. **Follow-Up and Prevention:** After an incident, a follow-up must be conducted to ensure that corrective actions were taken and that the same issue will not recur.

Legal & Regulatory Compliance

8.1 Legal Requirements for Food and Beverage Outlets

1. **Licensing and Permits:** Ensure that Koby's has all the necessary licences and permits to operate legally. This includes food and beverage permits, health department approvals, fire safety certificates, and local government operating licences.
2. **Food Handling Certification:** All teammates who handle food must have a valid food handler's certification, ensuring that they understand basic food safety practices as mandated by local health authorities.
3. **Display of Legal Documents:** All licences, permits, and certifications must be displayed in a visible area in the café, as required by law. These should be updated and renewed as needed.
4. **Vendor Compliance:** All vendors providing food, beverages, and supplies must also meet legal and safety standards. Café Managers should verify that all vendors are compliant with food safety regulations.

8.2 Government Compliance and Licensing

1. **Renewing Licences:** Koby's must ensure that all necessary licences and permits are renewed in a timely manner to avoid any operational disruptions. The Café Manager and Purchase Executive should track expiration dates.
2. **Health Inspections:** Health inspections should be conducted regularly by government authorities. The Café Manager is responsible for ensuring the café is always ready for inspection and meets all sanitation, safety, and food handling requirements.
3. **Tax Compliance:** Koby's must ensure that all applicable taxes (sales tax, service tax, VAT, etc.) are calculated accurately and submitted on time. The café's financial team should handle tax compliance and keep records of all tax-related documents.
4. **Employee Legal Rights:** All employees must be provided with legally mandated benefits, including paid time off, health insurance (if applicable), and safe working conditions. The Café Manager must ensure that all teammates are aware of their legal rights.

8.3 Health and Safety Audits

1. **Internal Health and Safety Audits:** Conduct internal audits regularly to ensure that health and safety standards are maintained. The Café Manager

should oversee these audits, which include checking cleanliness, food storage, equipment maintenance, and teammate hygiene.

2. **External Audits:** Government and health authorities may conduct external audits. Café Managers must cooperate fully with inspectors and take immediate corrective actions if any issues are identified.
3. **Documentation of Audits:** Keep a detailed record of all audits, both internal and external. This includes findings, corrective actions taken, and any ongoing issues. These records must be accessible for future audits and reviews.
4. **Post-Audit Improvements:** After an audit, Koby's must take the necessary steps to address any shortcomings. This could involve updating training programs, improving equipment maintenance, or revising SOPs to meet compliance requirements.

8.4 Employee Rights and Obligations

1. **Working Hours and Breaks:** Ensure that all employees work within legally mandated hours and are provided with appropriate breaks. Overtime must be compensated according to local labour laws.
2. **Wages and Benefits:** All employees must be paid in accordance with legal requirements, including minimum wage laws. Benefits such as health coverage, bonuses, or paid time off should be provided where applicable.
3. **Safe Working Environment:** Koby's is committed to providing a safe working environment for all employees. Teammates have the right to report any safety hazards or concerns without fear of retaliation.
4. **Anti-Discrimination Policies:** Koby's upholds a zero-tolerance policy on discrimination and harassment. All teammates must be treated with respect, and any complaints of discrimination or harassment must be investigated thoroughly.

Financial Management

This chapter covers Koby's financial protocols, including cash handling, daily sales reporting, record-keeping, and the end-of-day reporting process. Following these procedures ensures transparency, accuracy, and the financial health of each café location.

9.1 Cash Handling Procedures

1. **Cashier Responsibilities:** The designated cashier for each shift is responsible for handling all cash transactions, including guest payments, refunds, and tips. All transactions must be entered into the POS system immediately and accurately.
2. **Cash Register Maintenance:** The cash register must be opened and closed under supervision to ensure transparency. The Café Manager or Assistant Café Manager should verify the opening balance at the start of each shift and the closing balance at the end.
3. **Float and Change:** A float must be maintained in the cash register to ensure smooth transactions. The amount of float should be consistent, and any need for additional change must be reported to the Café Manager.
4. **Secure Cash Storage:** All cash should be securely stored in the register or safe during operating hours. At the end of the day, the Café Manager is responsible for transferring the cash to a secure location.

9.2 Daily Sales Reporting

1. **Sales Log:** All sales must be logged into the POS system in real time, including cash, card, and mobile payments. Any discrepancies in transactions must be reported and corrected immediately.
2. **End-of-Day Sales Report:** At the end of each day, the Café Manager must generate a sales report from the POS system. This report includes total sales, cash on hand, and discrepancies, if any.
3. **Cash Reconciliation:** The cash in the register must be reconciled with the POS system's recorded sales. Any differences between the cash count and the POS report should be noted, and the cause should be investigated.
4. **Documenting Cash Discrepancies:** Any discrepancies must be documented and explained in the daily report. Repeated discrepancies should be escalated to the Area Manager for review.

9.3 POS Accuracy and Financial Record Keeping

1. **POS System Maintenance:** The POS system must be maintained in proper working condition. The Café Manager should regularly check for software updates and report any technical issues to the UrbanPiper helpline.
2. **Accurate Input of Data:** Teammates must input all sales data accurately. Incorrect entries, such as discounts or refunds, should be immediately flagged and corrected.
3. **Record Keeping:** Financial records, including daily sales reports, cash logs, and receipt copies, should be filed and kept for auditing purposes. These records must be easily accessible and securely stored.
4. **Handling Refunds and Discounts:** Refunds and discounts must be authorised by the Café Manager or Assistant Café Manager. These transactions must be properly recorded in the POS system and reflected in the daily report.

9.4 End-of-Day Financial Reporting

1. **End-of-Day Procedures:** At the end of the day, the Café Manager must ensure that all sales have been reconciled, the cash register is balanced, and any discrepancies are documented. The register must be securely locked.
2. **Bank Deposits:** The Café Manager is responsible for preparing the daily deposit, ensuring that the correct amount is transferred to the bank. Any cash left in the safe overnight must be documented.
3. **Reporting to Management:** The daily sales report and financial reconciliation must be sent to the Area Manager and financial team by the end of the day, either digitally or in hard copy.
4. **Closing the POS:** The POS system must be logged out and shut down securely at the end of the day to prevent unauthorised access. All transactions must be finalised before closing.

Guest Handling & Experience

This chapter is the cornerstone of Koby's operations, outlining the approach, tone, and guidelines for creating exceptional guest experiences. It details the ideal guest journey, how to handle different guest scenarios, address complaints and negative reviews, and offers a comprehensive guide to ensuring all guests leave satisfied. The aim is to set the tone for Koby's culture, reinforcing that guest experience is the key to our success.

10.1 Crafting the Ideal Guest Experience

The guest experience at Koby's should be seamless, from the moment they walk into the time they leave. Every step is designed to make guests feel welcome, valued, and satisfied.

1. Arrival and Greeting:

- As guests enter the café, they must be greeted within 5-10 seconds. Every teammate, regardless of their role, should smile and acknowledge guests, either verbally or with a nod, depending on their proximity.
- For regular guests, teammates should aim to greet them by name to add a personal touch.
- A guest walking into a crowded café should still be made to feel seen and valued. Even a quick "I'll be with you shortly" keeps the guest feeling engaged.

2. Taking the Order:

- The order-taking process should be efficient and attentive. Teammates should ask questions that help refine the guest's order and offer suggestions, particularly for new or seasonal items.
- Be mindful of allergies and dietary preferences. Guests with specific requests (e.g., gluten-free, dairy-free) should be assured that their needs will be met with care.
- Confirm the order, especially when customizations are involved, to avoid mistakes and make the guest feel confident that their preferences are being handled correctly.

3. Order Fulfilment:

- Orders must be prepared quickly but without sacrificing quality. Teammates should follow preparation guidelines to ensure every coffee, pastry, or dish meets Koby's standards.
- Double-check orders before they are served to the guest, paying attention to customizations and special requests.
- Teammates should deliver the food or drink with a smile, ensuring it is served hot or cold as required. Presentation should always be neat and consistent with Koby's standards.

4. Checking In:

- After a few minutes, teammates should check in with guests to ask how they are enjoying their food or drink. This can be done subtly, especially during peak hours, to avoid interrupting the guest's experience.
- For dine-in guests, this is an opportunity to correct any issues early. If something is wrong, it's essential to take immediate steps to fix it.

5. Guest Departure:

- When a guest leaves, every effort should be made to thank them for their visit and invite them back. A simple "Thank you! See you again soon!" leaves a positive final impression.
- Regular guests should be acknowledged with personalised farewells, which reinforces their loyalty.

10.2 The Step-by-Step Guest Journey

An ideal guest journey ensures consistency and excellence from start to finish, regardless of whether the café is busy or quiet.

1. Entering the Café:

- Guests should be welcomed immediately. If there's a queue, someone should acknowledge them so they feel seen. Even during busy hours, a simple gesture like a nod or smile can make a big difference.

2. Waiting in Line:

- Ensure that waiting guests are comfortable. If there's an extended wait, offer water or light conversation to keep them engaged. If the café is extremely busy, inform them of the expected wait time upfront so they know what to expect.

3. Taking the Order:

- Always clarify and confirm orders, especially if customizations or dietary preferences are mentioned. Ask if the guest would like recommendations or upsell without being pushy.
- If guests appear indecisive, offer friendly suggestions, such as seasonal specials or popular choices.

4. Serving the Order:

- The presentation should be impeccable. Food should look visually appealing, drinks properly garnished, and everything served at the correct temperature.
- When delivering the order, confirm it by repeating the key details to avoid any misunderstandings.

5. Post-Service Interaction:

- Checking in with guests after serving is a subtle way to show care. A quick, "How's your coffee/food ma'am/sir?" allows guests to voice concerns, which you can resolve quickly.

6. Guest Departure:

- Before guests leave, teammates should ask if they enjoyed their experience, whether it was their first visit or they are regulars. This final interaction is vital in building lasting relationships.
- Offer a sincere goodbye with an invitation to return. Regular guests should be addressed by name to strengthen the personal connection.

10.3 Handling Special Scenarios

1. Busy Store:

- When the café is crowded, maintain efficiency without losing personal interaction. Guests in line should be acknowledged with a brief smile or greeting to let them know they are noticed.
- Staff should coordinate roles effectively, with one person assigned to handle waiting guests, ensuring their needs are met, and another managing orders and service.
- During peak hours, informing guests of expected waiting times and apologising for any delays keeps them patient. Offer small gestures, like complimentary tasting drinks/cake/bakery, to mitigate any frustration.

2. Unhappy Guests:

- When a guest expresses dissatisfaction, listen attentively and validate their feelings. The first step to diffusing any tension is showing empathy: "I'm sorry that you're unhappy with your meal, let me fix this for you."
- Use the Repair-Replace-Return policy:
 - Repair: If the issue is fixable (e.g., food is cold, coffee isn't hot enough), immediately offer to repair the order.
 - Replace: If the guest is unhappy with the item altogether, offer to replace it with something else from the menu.
 - Return: As a final measure, offer a full refund if neither repair or replacement satisfies the guest.

10.4 Handling Guest Complaints and Escalation

Guest complaints must be managed with professionalism and a commitment to resolution.

1. First Response:

- The Café Manager or Assistant Café Manager should be the first to respond to any complaints. Apologise sincerely, listen to the guest's concerns, and suggest the appropriate solution.
- Avoid arguing with the guest, even if the complaint seems exaggerated. The goal is to resolve the issue amicably, not to win a debate.

2. Escalating to Area Manager:

- If a guest is not satisfied with the first solution, escalate the complaint to the Area Manager. This includes situations where the guest is asking for compensation beyond what is typical.
- Provide the Area Manager with details of the complaint and actions taken. The Area Manager will contact the guest directly if necessary to resolve the situation.

3. Final Escalation to Regional Manager:

- If a serious issue remains unresolved, the Regional Manager will intervene. This is the last stage of escalation, and the Regional Manager will decide on appropriate compensation or action.

4. Contact Information for Guest Escalation:

- Every café should have contact information (email and phone) visible where guests can escalate their complaints. Provide both a local and regional contact for transparency.

10.5 Handling Online Reviews and Complaints

1. Monitoring Reviews:

- Regularly monitor all online platforms (Google, Zomato, Swiggy, Instagram, etc.) for reviews. Negative reviews should be addressed immediately.
- Set up alerts to ensure reviews are caught early.

2. Responding to Negative Reviews:

- Always respond professionally and empathetically. Apologise for the guest's poor experience and invite them back to resolve the issue. Show willingness to improve based on their feedback.
- A positive and professional response to a negative review can mitigate its impact.

3. Follow-Up:

- If possible, follow up with guests privately to resolve the issue and invite them back for a better experience. Offering a discount or free item for their next visit can encourage them to return.

10.6 Dealing with Fake Complaints and Reviews

1. Verifying Complaints:

- Politely ask for specific details of the complaint to verify its authenticity. Cross-check with staff and the guest history to see if the claim is valid.

2. Handling Suspected Fake Complaints:

- If a complaint appears fake, maintain professionalism while addressing the issue. Politely decline further compensation if it is evident that the guest is not acting in good faith.

3. Patterns of Fake Complaints:

- If there are patterns of fake reviews or complaints, inform the Area Manager and review other cases. Fake complaints should be documented but handled carefully to avoid negative publicity.

10.7 Guest Complaint Escalation Matrix

1. **Teammates:** First, attempt to resolve any minor complaints, like wrong orders or minor dissatisfaction, by offering a solution (repair or replacement).
2. **Café Manager:** For unresolved issues, the Café Manager steps in to provide a more comprehensive solution, including refunds or replacements.
3. **Area Manager:** If the complaint cannot be resolved locally, escalate to the Area Manager, who will contact the guest personally.
4. **Regional Manager:** The Regional Manager handles only escalated cases where compensation or brand reputation is at risk. This is the final stage in the escalation process.

Teammate —> Cafe Manager —> Area Manager —> Regional Manager

10.8 Guest Interactions and Cultural Standards

1. **Greeting and Farewell Protocol:** Every guest must be greeted warmly upon entry and thanked when they leave. This should be done consistently, regardless of how busy the café is.
2. **Personalised Service:** Regular guests should be recognized and greeted by name. This level of personalization fosters loyalty and builds strong relationships.
3. **Handling Special Requests:** When guests have special requests, especially related to allergies, teammates must take extra care to confirm the request and ensure it's communicated accurately to the kitchen staff.
4. **Empathy in Communication:** Teammates should be trained to use empathetic language, especially when handling complaints or resolving issues. The goal is to make the guest feel heard and understood.

10.9 Repair-Replace-Return Policy

1. **Repair:** Small issues, like a cold dish or incorrect customization, should be repaired immediately by remaking the item or adjusting it to the guest's satisfaction.
2. **Replace:** If the guest is dissatisfied, offer to replace the item with another of their choosing.

3. **Return:** If neither repair or replacement resolves the issue, offer a full refund. This should be used as a last resort, and the refund must be handled professionally.

10.10 Teammate Training for Guest Relations

1. **Conflict Resolution:** Train teammates in handling conflicts calmly and with empathy. Role-play scenarios, including angry guests and high-pressure situations, to prepare them for real-life experiences.
2. **Feedback Collection:** Encourage teammates to regularly ask for feedback from guests and use that feedback to improve service and guest satisfaction.
3. **Regular Training Sessions:** Ongoing training should be conducted to reinforce the importance of guest satisfaction, empathy, and problem-solving.

-Happy Selling :0)