# Belle Croissant Lyonnais Business Model Canvas

#### **Key Partners**

- Local farms (flour, dairy, fruits)
- Packaging suppliers (boxes, bags)
- Tech companies (POS, website, apps)
- Coffee roasters (beans, equipment)
- Delivery services (future)
- Local businesses (crosspromotions)
- Tourism agencies (attracting tourists)
- Cooking schools (collaborations)

### **Key Activities**

- Bake pastries & bread
- Maintain quality standards
- Manage ingredients
- Serve customers (in-store & online)
- Manage staff
- Promote products (social media, events)

## **Key Resources**

- Skilled bakers & staff
- Kitchen equipment & shop
- Website & app
- Sales & inventory systems
- Customer data

## **Value Propositions**

- Quality, fresh, local ingredients
- Variety of products (sweet & savory)
- Friendly atmosphere & expert advice
- Convenient location (near Place Bellecour)
- Online ordering & delivery (future)
- Rewards for loyal customers
- Catering for events (future)

### **Customer Relationships**

- Personal service & recommendations
- Online help (email, chat)
- Loyalty program & special offers
- Social media & email updates

#### Channels

- Shop near Place Bellecour
- Website & app
- Social media
- Local events (future)
- Delivery (future)

## **Customer Segments**

- Locals (individuals, families, students)
- Tourists & visitors
- Office workers (breakfast, lunch)
- Event planners (catering)
- Businesses (corporate gifts)
- Health-conscious consumers (organic options)
- Gift buyers (special occasions)

## **Cost Structure**

- Most Important Costs:
- o Ingredients (flour, butter, sugar, etc.)
- o Staff salaries & benefits
- o Rent & utilities for the shop
- Cost Drivers:
  - Fluctuating ingredient prices (e.g., seasonal fruit)
  - o Labor costs (skilled bakers)

- Types of Costs:
- o Fixed costs (rent, salaries)
- Variable costs (ingredients, packaging)
- Potential for economies of scale with increased production

## **Revenue Streams**

- How Customers Pay:
  - Cash, credit/debit cards, mobile payments (in-store & online)
  - o Potential for subscriptions (future)
- Pricing:
  - o Fixed pricing based on type and size
  - Dynamic pricing (discounts for bulk orders, happy hour specials, and premiums for special items, seasonal offerings)

#### Revenue Sources:

- o In-store & online sales (main source)
- o Catering services (future)
- o Potential for:
  - Membership fees for loyalty program
  - Branded merchandise
  - Partnerships with other businesses