

### **Chat (Tastico Grill):**

#### **What training must staff members complete to meet food safety standards at Tastico Grill?**

To meet Tastico Grill's food safety standards, staff must complete the following training:

- Food Hygiene Certification: every staff member must complete this annually and display their certificate in staff rooms.
- New-employee onboarding: 20 hours of onboarding training (includes hygiene).
- Quarterly refresher sessions: regular refreshers on customer service and hygiene.
- Manager training: managers must complete annual Leadership & Compliance training.

(Additionally, staff are required to follow operational hygiene practices such as scheduled handwashing, tool sanitation, use of PPE, and separate preparation surfaces as specified in the manual.)

#### **What internal temperature must chicken reach before serving?**

Chicken must reach an internal temperature of 75°C before serving.

#### **What is the standard method to handle customer complaints?**

The standard method is the “Listen – Apologize – Resolve – Thank” approach.

Briefly:

- Listen: Hear the guest fully and let them explain without interruption.
- Apologize: Offer a sincere apology for the issue.
- Resolve: Take prompt action to fix the problem (replacement, refund, corrective action) and follow franchise policy.
- Thank: Thank the guest for bringing it to your attention and confirm they're satisfied.


#### **What actions can the company take if franchisees don't comply with the manual?**

The manual states that non-compliance may lead to corrective actions including corrective audits, temporary suspension of operations/rights, or termination of franchise rights. It also implies remediation measures such as required retraining, corrective actions ordered by head office, and heightened oversight (e.g., more frequent audits or reporting) until compliance is restored.

### **Chat (Comparison Tastico Grill and Brew Haven):**

## What are the main differences in business models between Tastico Grill and Brew Haven?

I assume you mean Tastico Grill (document name). Key business-model differences between Tastico Grill and Brew Haven based on the manuals:

- Concept and core offering
- Tastico Grill: Full-service fast-casual/grill restaurant focused on freshly prepared meals (burgers, chicken, etc.). Mission centers on delivering flavorful meals at affordable prices for families/communities.
- Brew Haven: Neighborhood coffeehouse focused on high-quality coffee, pastries, and a hospitality/community space.
- Revenue & fee structure (franchise economics)
- Brew Haven: Explicit financial requirements in the manual — royalty fee 6% of gross sales plus 2% marketing fund contribution; weekly sales reporting and monthly P&L required.
- Tastico Grill: Manual excerpt does not list royalty/marketing rates in the provided text (financial details not shown).
- Brand & customer engagement tools
- Brew Haven: Mandatory Brew Haven Rewards App at all locations; HQ-controlled POS (approved system), daily sales uploads to HQ, mandatory security cameras and cyber-security compliance.
- Tastico Grill: No mandatory branded rewards app mentioned in excerpt; standard POS/inventory reconciliation requirements and delivery logging, but fewer explicit tech/cyber requirements shown.
- HQ support & growth model
- Brew Haven: Described head-office support (site selection, lease help, pre-opening marketing, supplier negotiations, access to R&D, multi-unit development rights, franchisee summit).
- Tastico Grill: Manual emphasizes standards, training, and supplier controls; explicit HQ support items in excerpt are less detailed.
- Inventory, stock levels and waste targets
- Brew Haven: Maintain ~3 days of stock; FIFO required; waste target  $\leq 2\%$  per month; daily donation of unsold pastries where possible.
- Tastico Grill: Maintain minimum stock equal to 5 days of average sales; FIFO required; waste target % per month.
- Training & staffing requirements
- Brew Haven: Barista training completion within 30 days, 15 hours onboarding for new staff, monthly barista workshops, annual leadership training, Food Safety Certification annually, specific uniform/hygiene rules (handwashing every 30 minutes, etc.).
- Tastico Grill: New employees: 20 hours onboarding; quarterly refreshers; managers annual leadership/compliance training; Food Hygiene Certification annually; kitchen-specific hygiene protocols (color-coded boards, hairnets, gloves).
- Service standards & timing
- Brew Haven: Greet guests within 15 seconds; serve hot drinks within 5 minutes.
- Tastico Grill: Greet guests within 30 seconds; take orders within 3 minutes of seating; serve meals within 15 minutes.
- Food safety & preparation specifics

- Tastico Grill: Detailed kitchen segregation instructions (color-coded cutting boards for raw meat/vegetables/seafood/poultry), temperature targets for cooking (e.g., chicken 75°C), refrigeration/freezer specs.
- Brew Haven: Coffee/beverage-specific service temps (hot drinks 65–70°C, cold ≤5°C), allergen labeling, equipment cleaning schedules, storage temps for milk ≤4°C, pastries discarded after 24 hours.
- Community engagement & marketing
- Both: Requirement to host at least two local/community events per year.
- Brew Haven: Strong emphasis on local cultural/community vibe, seasonal HQ marketing rollouts, and social-media brand voice.
- Tastico Grill: Encouraged community events (charity drives, school partnerships) and standard marketing templates.

Summary: Tastico Grill is structured around a restaurant-style franchise with detailed kitchen hygiene, longer stock coverage, and cooking-specific controls. Brew Haven operates as a tech- and brand-driven coffeehouse model with mandatory loyalty app, tighter waste/stock targets, more centralized POS/tech oversight, clearer franchise fees in the manual, more explicit HQ support (site selection, R&D), and stronger emphasis on consistent beverage temps and barista training.

If you want, I can create a one-page comparison table (side-by-side) highlighting these items.

### **Which brand puts more emphasis on loyalty programs or promotions?**

Brew Haven places more emphasis on loyalty programs and promotions. Evidence from the Brew Haven manual:

- Explicit “Customer Loyalty” section requiring the Brew Haven Rewards App at all locations.
- Encourages repeat visits with discounts, free birthday drinks, and seasonal bonuses.
- Quarterly seasonal promotions from HQ and local marketing (with approval).

Tastico Grill’s manual does not reference a loyalty program or similar promotional rewards in the provided excerpts; its marketing content focuses more on community events and operational standards.

### **Compare their customer complaint handling procedures.**

#### Similarities

- Both manuals prescribe the same core complaint-handling method: “Listen – Apologize – Resolve – Thank.”
- Both tie customer service expectations into required training: regular refresher training on customer service is mandated.

- Both expect staff to maintain courteous conduct when dealing with complaints (no phones, branded uniforms, no smoking/vaping, etc.).
- Non-compliance with service standards (including complaint handling) can trigger audits, corrective action or penalties.

#### Key differences and practical implications

- Response environment and speed expectations:
  - Brew Haven sets tighter front-of-house service timeframes (greet within 15 seconds; hot drinks within 5 minutes). These faster service targets create a context where complaints may need to be handled more immediately at the counter.
  - Tastico Grill's service targets are slightly more relaxed (greet within 30 seconds; take orders within 3 minutes; serve meals within 15 minutes), which may allow more time for initial complaint triage before escalation.
- Training depth and cadence relevant to handling complaints:
  - Tastico: new hires get 20 hours onboarding; quarterly refreshers on customer service & hygiene; managers have annual Leadership & Compliance training.
  - Brew Haven: 15 hours onboarding for new staff; quarterly refresher training on customer service and monthly barista workshops. Managers receive annual leadership training as well.
  - Implication: Brew Haven's more frequent workshops (monthly barista sessions) may provide more ongoing practice/refinement of complaint scenarios, especially service and beverage recovery.
- Evidence and verification tools:
  - Brew Haven requires security cameras in customer and staff areas (except restrooms) and a mandatory POS/Rewards system tied to HQ; this gives Brew Haven stronger means to verify incidents, trace transactions, and track repeat complaint patterns.
  - Tastico's manual does not require in-store cameras in the excerpts but emphasizes logging and audit systems for suppliers and inventory; verifying customer incidents would rely more on staff reports and manager records.
- Customer loyalty & follow-up mechanisms:
  - Brew Haven explicitly uses its Rewards App and POS systems (daily uploads to HQ) that can be leveraged to follow up with customers, offer compensations/credits, and track recurring issues tied to customer accounts.
  - Tastico does not specify a loyalty platform in the excerpts, so customer follow-up is likely handled locally through staff/managers without an integrated app-based record.
- Context of resolution:
  - Tastico's service concerns emphasize food-safety and time/temperature requirements (e.g., discard food in danger zone), so complaint resolution may frequently involve immediate food-safety responses (discard/refund/re-serve) and formal reporting.
  - Brew Haven's guidance includes clear discard times for beverages/pastries and greater emphasis on labeling allergens and donation of leftovers; beverage/pastry complaints may therefore follow well-defined discard/refill policies and can be cross-checked with CCTV/POS.

### **Compare their customer complaint handling procedures. answer shortly**

Both manuals use the same complaint-handling formula: “Listen – Apologize – Resolve – Thank.”

Neither manual details different escalation steps or timelines for resolution. Differences lie only in broader customer service KPIs (Tastico: greet within 30s, orders in 3 min, meals in 15 min; Brew Haven: greet within 15s, hot drinks in 5 min), but the complaint process itself is identical.

## **Questions**

### **First file(Tastico Grill)**

- What training must staff members complete to meet food safety standards at Tastico Grill?
- What internal temperature must chicken reach before serving?
- What is the standard method to handle customer complaints?
- What actions can the company take if franchisees don't comply with the manual?

### **Comparing 2 files**

- What are the main differences in business models between Tastico Grill and Brew Haven?
- Compare the food preparation and quality control standards in both manuals.
- Which brand puts more emphasis on loyalty programs or promotions?
- Compare their customer complaint handling procedures.
- Compare the branding guidelines of Tastico Grill vs. Brew Haven.
- Which manual is more detailed about financial reporting requirements?