

Youth Club Young Volunteer Handbook

Task Training



Running a Coffee Bar

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Youth Club Young Volunteer Task Training – running a coffee bar

Training Plan

Aims: To enable participants to run their own coffee bar

Learning Outcomes: By the end of the session the participants will:

- understand the different areas of responsibility in running a coffee bar (stock taking, stock buying, handling and recording cash, dealing with customers)
- understand the ‘management’ support available
- have practised dealing with difficult customers

Group size: 4 - 10 participants

Time: 90 mins

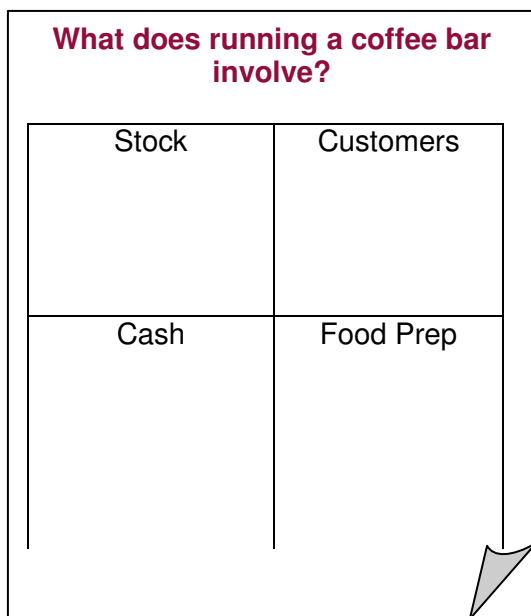
Venue: One large room

Materials:

- Flip chart stand, paper, marker pens and biros
- Prepared flip charts (see below)
- ‘Running a Coffee Bar’ handout
- Role play cards
- Broken Record handout

TIME	WHAT	WITH
10 mins	Intro: Arrivals and getting a drink. Outline what’s happening this evening and briefly go over ground rules about listening and respect.	
15 mins	What does running a coffee bar mean? Using a prepared flipchart (see below), ask the participants to list what running a coffee bar involves (5 mins). Using the ‘Running a Coffee Bar’ handout as a prompt, ensure all points are covered in the discussion.	‘Running a Coffee Bar’ handout
10 mins	Dealing with difficult customers: Ask the group what a customer could be difficult about. Then, input on ‘Broken Record’ (use handout as tutor note). Ask one of the group to role play someone pushing in the queue with you - prompts are on the handout. Then give out handout.	Broken Record handout
5 mins	Spilt the group into pairs. Explain they will be role playing using ‘broken record’ – an assertiveness technique. In each pair, one will role play a ‘difficult person’ and the other will use ‘broken record’ to deal with them. There are three role plays to choose from. Give out the first scenario and ask the whole group to agree their ‘repeated sentence’ for the first role play.	Role play cards
5 mins	First round of role plays, 3 mins to practice, 2 mins to discuss how it was.	Role play cards

TIME	WHAT	WITH
10 mins	Second round of role plays, 2 mins to decide on sentence, 3 mins to practice, 5 for feedback from observer and discussion.	Role play cards
10 mins	Short feedback from group - what was useful, what worked, didn't work.	
20 mins	Ask the group to come up with a statement to use if (1) someone complains all the time and (2) someone is abusive or rude. Problem solve with the group about what they would do if (1) someone served themselves or (2) someone was stealing food or money. Highlight that asking the worker for help is a good thing to do.	
5 mins	Evaluation – group round - note on flipchart 1. The most useful thing I learnt this evening was... 2. I didn't like... 3. In my personal life, I could use 'broken record' when...	Flipchart paper and pens



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Handout

Stock

- Do some market research to find out what other young people want
- Find a good supplier (can they deliver?)
- Rotate stock so that it does not pass its 'sell by' date
- Store it off the floor (always) and in a locked cupboard (when not in use)
- Don't over order - remember to take closures for holidays etc into account

Cash

- Record what you buy and sell
- Do regular stock takes to find out if any 'shoplifting' is happening
- Keep cash out of reach of customers, in a drawer if possible
- Don't leave it unattended
- Don't let a large amount build up
- Find out what happens to the profit - maybe the Young Volunteers can help to spend it!
- Don't give away freebies to your friends, this will put you in a difficult or embarrassing position later
- Workers understand that you can be put in difficult positions by other young people who expect favours or who think they can bully you. If you have any problems, go to the worker and tell them of your concerns.

Customers

- Always be polite and helpful
- Remember that you can refuse to serve people if they are rude or abusive - but you should always remain polite yourself
- Get to know your customers - take an interest in what they want

Food

- Be sure that you are actually allowed to prepare and cook food - your premises may need a license and you will need a food hygiene certificate
- Food storage is very important - make sure your youth worker tells you exactly what to do and ask questions if you don't understand
- You may just be preparing teas and coffees - ensure that the kettle has been electrically tested and that you are using it safely (no trailing wires, balancing acts or scalding opportunities)
- You may be unexpectedly inspected by the Environmental Health Department - be prepared at all times

If in doubt - check with your youth worker

Broken record brief

Broken record

This works on the basis that repeating something often enough makes people accept what you are saying!

When you're in a difficult situation, the key is to decide what you want to say (usually a single sentence) and keep repeating it! Don't argue, discuss or be sidetracked, just repeat your phrase.

- Persistence is a basic skill to develop in assertiveness; the 'Broken Record' technique helps people be more persistent.
- Broken record is effective because it is uncomfortable to listen to for too long! The key is repetition; repeating your phrase more times than the other person can come up with arguments or excuses.
- In order to do this you need to practise the repetition and not actually answering the arguments put to you. This can feel strange at first but gets easier the more you do it.
- Broken Record is only useful when you can be very clear about what you want to say.

BROKEN RECORD: AN EXAMPLE

- A. Oi, I was first - can of coke
- B. I'll be with you in a minute, you have to wait your turn
- A. CAN OF COKE - NOW
- B. I'll be with you in a minute, you have to wait your turn
- A. Come on, that's not fair, I was here first
- B. I'll be with you in a minute, you'll have to wait your turn
- A. I was, this is so unfair. Come on... I'll only take a minute
- B. I'll be with you in a minute, you have to wait your turn
- A. Can of....where's she gone?

The important thing is not to get angry, to carry on with what you're doing and not to get drawn in to any arguments. If the person becomes aggressive and you are uncomfortable - call in the youth worker

Broken record role plays

Situation 1

You're really good friends with the person running the coffee bar this evening. You really want some chocolate - you missed your dinner - and you have no money.

You have lent the person running the coffee bar money in the past and shared chocolate! S/he owes you one - no-one will know anyway...

Your mission is to get free food!

Situation 2

You don't know the person behind the coffee bar that well, but well enough. You want chocolate, crisps and coke and you have no money. You know that you can bully this person into giving you what you want.

You have caused some trouble at the club before - you don't want the youth worker involved because you might get banned. You have a reputation for being a bit rough and have had a couple of fights in the past - your reputation should see you through

Your mission is to get free food - if you can get it this time, it's likely that you can get it anytime in the future when this particular young person is serving behind the coffee bar.

Situation 3

You know the young person who is currently running the coffee bar. You want some chocolate and crisps but haven't got enough money to pay for all you want.

You think that by complaining about the prices and saying that the stock is old / off / cheaper in the garage across the road you might get it cut price.

Your mission is cheap food - and you are **very** persistent