

Step 05 · Resilience

Frequently Asked Questions

What can I do when running the café is wearing me down?

Treat persistent exhaustion as a reason to change the workload. Look at what you can stop, simplify, shorten, or hand over, and cost those changes before assuming relief is unaffordable. Owners describe gaining breathing room through trained cover and taking turns being off duty. Clear customer boundaries can also reduce daily friction. Protect real recovery time; if stress is affecting your health or daily functioning, speak with a qualified health professional. Continuing at any cost is not the goal.

How do I handle the stress when things go wrong?

Pause long enough to separate the immediate service problem from the frustration. Check whether it is safe to continue, tell the team and customers what is changing, and use a tested backup or reduce service. Owners describe rehearsals, packing lists, setup checks, and experienced peers as useful support. Afterward, record what failed and change one part of the plan. Do not improvise electrical or equipment repairs just to keep serving; call qualified help when needed.

Is it normal to feel overwhelmed before opening?

Other owners describe that feeling too, but reassurance does not settle the practical questions. Turn a vague worry into the next thing you can check: permission to trade, a realistic budget, a workable service routine, or evidence of demand. Get help from someone with relevant operating experience and tackle one uncertainty at a time. A smaller launch or a delay can be a sensible choice. You do not have to prove commitment by ignoring a problem you cannot yet resolve.

How should I protect the business during nearby civil unrest?

Protect people before property. Plan in advance who can stop service, contact emergency services, and direct staff and customers away from danger. Follow current local police advice; whether to leave or shelter depends on the actual threat and safe routes. Do not send people into danger to board windows or save stock. Communicate service changes and reassess before reopening. A quieter period alone is not an all-clear.

Educational guidance. Check your own circumstances with the appropriate local professional.