

Step 41 · Customer Service

Frequently Asked Questions

How do I handle people using the shop without buying anything?

Set a clear, respectful policy around the space you actually have. A quiet patio and a full café may need different boundaries. Explain any purchase requirement or time limit before a problem develops, and give staff a calm way to explain it. Apply the policy consistently, while allowing appropriate accommodations. Protect access and staff safety; do not turn a seating disagreement into a public confrontation. Check local requirements before setting restrictions.

What should I do about a review that feels unfair?

Check what happened before replying. Keep the public response brief, courteous, and factual; acknowledge a real mistake and offer a private way to resolve it. Do not disclose personal details or argue point by point. Report reviews that violate the platform's rules, but disagreement alone is not grounds for removal. Do not offer rewards for changing or removing a review. Use valid criticism to improve the service.

Should I charge for an extra disposable cup?

Choose a simple policy that accounts for the cup, lid, waste, and the goodwill involved. Some owners absorb an occasional request; others charge for additional packaging or offer a different serving option. Explain any charge before handing over the cup. Train staff to use the same policy without making a small request feel like an argument. Do not quietly add a fee or describe a marked-up charge as your exact cost.

Do I have to give away cups of ice water?

Check your local rules and any license conditions first; owners' practices are not a legal answer. Where you have a choice, decide what you can reasonably provide and how staff should explain it. Potable water, ice, and disposable packaging are different costs and may be treated differently. Consider a manageable cup size or suitable refill option. Keep the policy courteous and consistent, and avoid promising unlimited supplies you cannot support.

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