

Step 56 · Systems

Frequently Asked Questions

Can AI help with everyday coffee-shop tasks?

It can help draft a checklist, organize notes, or suggest questions to ask about a report. Owners report both useful time savings and unreliable results. Start with a small task you can check against the original information, and keep a person responsible for approving the result. Protect staff, customer, and business data before sharing anything with a service. Do not let an unchecked output make payroll, food-safety, legal, or other consequential decisions.

What should go in a basic employee handbook?

Start with clear expectations for the work: attendance, duties, food safety, customer service, phones, dress, and staff discounts. Add the employment policies your business requires with qualified local help. A borrowed template can suggest topics, but its rules may not fit your workplace or the law. Keep the current version available, explain it during training, and record that employees received it.

How can I protect recipes while training employees?

Separate ordinary drink instructions from information that may genuinely qualify as a trade secret. Your team still needs enough information to prepare products safely and consistently. For a valuable confidential formula, ask a qualified local lawyer about reasonable access controls and an appropriate agreement. A generic NDA is not automatic protection, and ordinary know-how is not automatically yours to restrict. Never use secrecy to withhold ingredient or allergen information needed for safe service.

Who can help me create recipes and operating procedures?

Look for someone with practical experience in your service model, and ask to see examples and speak with past clients. A roaster, trainer, or specialist consultant may help, but define the work before paying. Specify the recipes, workflow, written procedures, training, and revision support you need. Test the handover with your team in your actual space. Keep responsibility for checking local requirements and deciding whether the proposed process is workable.

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