First-shift customer service skills for café staff

Complete with the actual workplace arrangements. Read the accompanying guide, agree the local procedure and identify who will check the record.

Venue / role / date	
Request	
checked availability	
promise made	
responsible colleague	
handover time	
change communicated	
completion	

Follow-up

Action	Owner	Due / trigger	Completed

Keep completed records with the appropriate access restrictions. Save your entries before closing.

Read the accompanying guide online