# Table of Contents

Table of Contents ................................................................. 2  
Introduction & History ........................................................... 3  
Job Description ................................................................ 4  
The Waves Mission & Experience ........................................ 5  
Customer Service ............................................................ 6  
Suggestive Selling Opportunities ...................................... 7  
Service Recovery ............................................................... 8  
Station Review ................................................................ 9  
Personal Security ............................................................. 10  
Store Image ..................................................................... 11  
Waves Promotions ............................................................. 12  
Waves Rewards ................................................................. 13  
Coffee Tasting ................................................................. 14  
Coffee Tasting Flavour Wheel ........................................... 15  
Roast Profiles .................................................................. 16  
Coffee Basics ................................................................. 17  
Retail Coffee Purchases .................................................... 18  
Tea ................................................................................. 19  
Specialty Beverages ............................................................ 20  
Pulling Espresso ............................................................... 22  
Espresso Standards ............................................................ 23  
Tamping ........................................................................... 23  
Steaming Milk .................................................................. 24  
Assembling Specialty Coffee Drinks ................................... 25  
Matcha ............................................................................ 26  
Whisking Matcha .............................................................. 26  
Rooibos .......................................................................... 27  
Food ................................................................................. 28  
Serving Food .................................................................. 28  
Rotation Charts ............................................................... 29  
Temperature Ranges .......................................................... 30  
Wastage ........................................................................... 30  
POS .................................................................................. 31  
Credit Card Fraud ............................................................. 32  
Counterfeit Bills ............................................................... 32  
Workplace Bullying and Harassment Policy ....................... 35  
Acknowledgement of Bullying and Harassment Policy .......... 43
Introduction & History

Welcome to the Waves Coffee House family!

As a new member of our team, this booklet will help to give you tips and the knowledge to become a successful and important member of our team. With the information written here along with the hands-on training in your store, you should become an expert in customer service, cleanliness, and coffee creation. You are the most important part of creating the Waves atmosphere that welcomes new and returning customers to our cafes, so use the skills you will learn with us to carry out the Waves mission and create the kind of customer experience and environment that makes Waves great!

The History of Waves

The story of Waves Coffee House began in 2005 at the corner of West Hastings & Richards in Vancouver, BC in the heart of the downtown business district. Even though competitors surrounded it, this Waves had such great potential that it became the foundation for all future Waves coffee shops that would come after it across the Lower Mainland and into Alberta.

Our founder, Kami Rahmati, has been in the franchise and food industry for many years, working his way from the bottom as an employee, to a franchise owner, to creating his own company, Waves Coffee. His passion for people, expert business knowledge and proven record of success resulted in the impressive growth of the Waves Coffee Franchise. His desire to create stores that enrich the lives and communities of our customers, build positive experiences, and attract savvy Franchisees has resulted in a flourishing business. After our first store opened and succeeded, and we were certain of a strong business foundation, Waves Coffee was poised for future growth, offering a new and better cup of coffee to customers with sophisticated palates and high expectations.

The appearance of our stores, the experience of our customers and quality of our products is now in your hands. We rely on you, our baristas, to perform to the best of your abilities to make Waves and your community great. We have created the resources and the support you need to be successful, but it is your job to ensure this quality and service is consistently provided to every single customer.

We thank you in advance for your hard work and commitment to creating quality coffee products, and an amazing experience for all our current, and future Waves customers.

Sincerely,

Kami Rahmati

Founder

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Job Description

Overview

To provide positive, pleasant experiences that will enrich the lives of everyone who comes to a Waves Coffee House.

Job Duties and Responsibilities

✔ Provide friendly, prompt customer service.
✔ Continually learn about our products.
✔ Provide good quality foods at all times.
✔ Master the art of beverage preparation.
✔ Foster a good working environment.
✔ Maintain cleanliness in the coffee house at all times.
✔ Welcome and encourage new staff members.
✔ Handle cash accurately.
✔ Follow company standards, policies and procedures.
The Waves Mission & Experience

The Waves Mission is to connect with great people who share our passion and ideals so that together, we can create great neighbourhood coffee houses that enrich the lives and communities of everyone we meet.

WAVES RELATIONSHIP GOALS

- We respect and actively listen to each other.
- We learn to welcome and give helpful feedback so we can achieve continual improvement in our relationships and our results.
- We recognize and celebrate our victories, both big and small.
- We hustle to be of service to others and enrich the lives of everyone that we connect with, every single day.
- We work hard and with passion to achieve and maintain the high standards required to have the coffee house of choice in every market.
- We connect as partners so that together we create and pursue opportunities to grow, to learn and to achieve shared goals.
- We build sincere relationships with each other and our customers, both new and old.

The Waves Customer Experience relies on the skills and talents of our baristas and starts before the customer even steps into the café. As a member of the Waves Coffee House team, you are responsible for creating a warm and welcoming experience, maintaining a clean and presentable environment for customers and fellow team members, and creating a personal but professional image throughout your store.

THREE PILLARS OF THE WAVES EXPERIENCE

1. Service

Coffee consumers need an alternative to the major coffee chains. These chains lack focus on personalized customer service. This is our primary pillar. Staff are encouraged to learn customers names, create a rapport with them, and go out of their way to create a positive and pleasant experience. As the "wave" is defined, our customer service will continue to direct people through our doors.

2. Quality

While coffee quality is improving and consumers are becoming better educated, there are still many cups of coffee in the world that are not prepared to the highest standards of quality. We here at Waves strive to make sure each cup is up to the highest of standards. Roasting is an art that can only be perfected by Master Roasters. Preparing high quality beverages is an art that can only be perfected by expert Baristas. We offer training and support in both of these areas to ensure that our coffee beverages are always the highest quality possible.

3. Consistency

As high quality coffee and great service are achieved, considerable effort must also be put into creating a business that is always at its best. This can be achieved by applying successful in-store support and development, ensuring that everyone can produce the same results, time and time again. Consistent quality and service from store to store is what the customer will come to know and expect.
Customer Service

The atmosphere in our coffee shops is built by you as soon as the customers enter the store. Customers should be your number one priority regardless of what you’re doing. The following steps are your guide for creating the most welcoming and efficient customer service experience for our customers.

1. Greeting

_Wave_ your hand and say hello as they enter the store. Welcome! How are you!

2. Daily Special/Promotions/Suggestions

I just want to let you know that today’s _special_ (promotion) is ___________________________. Would you like to _try_ it?

Would you like __________ to try with your “coffee”?

_(Find best combo/promo/suggestion you think suites the individual customer)_

3. Cup Type (Regular or Waves size/Here or To Go)

Would you like to make it _Waves size_? Will it be for here or to go?

4. Customer’s Name

May I have your name please? While typing their name ask for their rewards card.

5. Rewards Card

Do you have a rewards card? Would you like one? You can use it as a gift card and a rewards card to load with money and earn points towards any future purchases.

6. Going the Extra Mile

Would you like it warmed up? Room for condiments? Whip Cream? Inform about oven wait time etc.

7. Warmly thank and invite/direct them to pick up station

_Thank you_ for coming! Hope to see you soon! Your drinks will be at the pick-up station. Have a wonderful day!

_And don’t forget to C.A.R.E.!

Customers Are Really Everything
Suggestive Selling Opportunities

People love to have lots of options so it is always a great idea to offer customers suggestions they may not have considered. Knowing your product helps you pass on knowledge to customers; if you have tried a product and like it, suggest it! Here are some examples of quick and easy ways to make suggestions to customers.

Your favourite flavoured syrup is easy add on to any beverage order

“Would you like to add a flavour to your latte? My favourite is hazelnut.”

Your favourite drink modifications.

“I like to make my frappes with an extra shot for more coffee flavour, would you want to try it?”

Your favourite food pairings

“The triple chocolate brownie taste really great with that drink, would you want to try one?

Be sure that you are always giving customers more options and not asking ending questions such as “That is all for you?”. Instead ask them questions such as:

“Is there anything else I can get for you today?”

“Would you like anything to drink with your food?”

“Did you want anything to eat with your latte?”

“We have a combo special available if you would like to add a drink/food item to your order.”

“We have a promotional drink this month if you would like to try something new.”
Service Recovery

Service recovery is a critical skill for baristas to learn in order to develop loyal customers. Customers who have a poor experience that gets resolved are more loyal than regular customers. So when concerns are brought to our attention, it is a great opportunity to create a super satisfied loyal customer. It costs 4-7 times as much to get a new customer than to recover an existing customer.

React – Take control of the situation with your words or actions to soothe or help the situation by being attentive and showing understanding.

Listen – Be objective and help the customer by standing back and sincerely listening to their wants, needs or experience.

Take Action - After the information has been gathered, take the next step which could involve replacing or exchanging a food or drink item, or involving a manager in the customers

Below are some examples of situations where there is a more challenging but rewarding opportunity for you

Scenario 1

A customer informs you that their drink was made improperly.

React: “I apologize, can you tell me more about what was wrong with your drink and what you ordered?”

Listen: Actively listen to concerns of customer and look to solve how or why the situation occurred

Take action: Remake the beverage correctly for the customer and ask them to inform you if there is anything else that needs to be changed or improved. “Here is your drink, sorry for the inconvenience, please let me know if there is anything else you need.”

Scenario 2

A mother with her two small children approaches the counter and seems to be in a rush.

React: Be observant of your customers needs and try to sense whether they are in a rush or are wanting to chat or not.

Listen: Listen carefully and try to streamline your interaction and make quick suggestions for the customers needs. In this situation you could suggest quick kid friendly options such as juice, cookies or muffins.

Take action: Take any other steps to go the extra mile in order to accommodate the customer such as bringing any items ordered to them and making their order easy to carry.

to use your customer service skills.
Station Review

A Waves barista has lots of jobs on top of making coffee. It’s important that we stay organized to serve our customers quickly and efficiently. Take a look at the 3 possible ‘stations’ a barista can fill.

<table>
<thead>
<tr>
<th>3 Person Setup</th>
<th>2 Person Setup</th>
</tr>
</thead>
<tbody>
<tr>
<td>When there are 3 people on shift, the CASHIER and BARISTA remain “PLANTED” in</td>
<td>When there are only two staff members on, the primary positions are Barista &amp;</td>
</tr>
<tr>
<td>their service area, as long as there are customers to be served.</td>
<td>Cashier. Both are responsible for the Runner/Cleaner position</td>
</tr>
<tr>
<td>The RUNNER / CLEANER is responsible for SUPPORTING the barista and cashier as</td>
<td>So the Cashier is responsible for serving drip coffee, pastries, and entrees</td>
</tr>
<tr>
<td>well as keeping the coffee fresh and the customer area clean &amp; stocked.</td>
<td>as they process transactions and get names.</td>
</tr>
<tr>
<td></td>
<td>The Barista is responsible to prepare the cups for their beverages and</td>
</tr>
<tr>
<td></td>
<td>maintain stock in their area.</td>
</tr>
<tr>
<td></td>
<td>Both the Cashier and Barista are responsible for brewing drip coffee and</td>
</tr>
<tr>
<td></td>
<td>cleaning the customer area and condiment stand.</td>
</tr>
<tr>
<td></td>
<td>Teamwork and communication is necessary to ensure these tasks are not</td>
</tr>
<tr>
<td></td>
<td>overlooked because the Cashier thinks the Barista is doing it, and vice versa.</td>
</tr>
</tbody>
</table>

Position Responsibilities

<table>
<thead>
<tr>
<th>Cashier</th>
<th>Runner / Cleaner</th>
<th>Barista</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Greet customers</td>
<td>• Greet customers</td>
<td>• Greet customers</td>
</tr>
<tr>
<td>• Take orders &amp; process transactions</td>
<td>• Brew drip coffee</td>
<td>• Prepare bar beverages to standard</td>
</tr>
<tr>
<td>• Promote feature products</td>
<td>• Support Cashier (serve drip coffee or tea, serve pastry items, prepare entrées)</td>
<td>• Work efficiently for quick service</td>
</tr>
<tr>
<td>• Get customers’ names</td>
<td>• Support Barista (prepare cups with syrup, prepare hot water or coffee, keep area stocked and clean)</td>
<td>• Call drinks with names, and ensure customers are happy</td>
</tr>
<tr>
<td></td>
<td>• Clean &amp; stock condiment station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Bus &amp; clean tables</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Spot sweep customer area</td>
<td></td>
</tr>
</tbody>
</table>
Personal Security

There may come a time when your Customer Service and Awareness Skills will be put to the test. The following are scenarios where you will have to not only use your skills but also your instincts to resolve them.

Scenario 1

A customer approaches you and tells you she spoke to your manager about the 3 paninis she purchased the night before having hair in one of them and that she was told she can have a full refund on the items.

**Confirm** – Listen to the customer and confirm as many details as possible with them. When did this happen? The name of the manager they spoke to and when.

**Management** – Confirm the situation with your manager if they are present or contact them if they are not.

**Customer Service** – Use your customer service skills and inform them that you need manager confirmation for a refund and no note or information has been left.

Scenario 2

A man approaches you and informs you he is about to clean the store’s windows and wants to receive payment before he starts.

**Confirm** – Ask for more information and confirm if they have serviced your location before and if they called ahead to inform the manager of the service.

**Management** – Ask your manager if the information the company has provided is true and if the arrangements were made with them.

**Customer service** – If you are unable to contact your manager, inform the company that without confirmation from the manager they will not be able to perform the service and payment cannot be issued.

**Always use your best judgement and treat all customer concerns with good intentions. Be mindful of any person or company wanting to enter behind the counter without presenting valid ID. You have the right to remove any unwanted or disruptive persons from your store for the safety of you and your customer.**
Store Image

Keeping your store presentable is another very important facet of how your customers perceive you and your store. It is your duty as a Waves team member to keep your store and work space clean for the customers to enjoy and for you and your team to work in. Everyone is responsible for this and the tasks of store maintenance should be shared by everyone.

There are several tools available to making tracking of cleaning tasks easier for you and your team members such as daily, weekly, and monthly cleaning task sheets and washroom check sheets. Everyone should also be following the guidelines below in order to make sure that the store is always maintained.

Fifteen Minute Rule
Every fifteen minutes someone must be checking:
- Front Doors – Finger prints
- Condiment Station – spilt milk, cream, or sugar
- Tables – Dirty dishes or garbage
- Floors – Any major spills or crumbs and garbage

C.C.C.R.
After a rush always remember to:
1. CHECK – coffee levels, food displays for empty plates or fallen food and labels
2. CLEAN - service area, espresso bar, tables, patio, dishes, etc.
3. CONDENSE – clean and condense the showcase.
4. RESTOCK - condiment station, milk, espresso, tea, dishes, etc.

Display

Both food and merchandise displays should always be kept clean and organized as customers shop first with their eyes. If items are not presented and displayed in an appealing way, customers are less likely to purchase it. This means displays should also be part of the daily, weekly, and monthly maintenance tasks.

To keep these areas appealing, the following tasks should be completed throughout the day and week.

- Clean display case glass and dust merchandise shelves
- Dust or wipe off any merchandise displayed
- Reorganize merchandise monthly to ensure it looks full and appealing
- Ensure all items in display case are organized and drink labels face the customer
- Replace food display plates frequently to keep clean and get rid of crumbs
Waves Promotions

Throughout the year, Waves has different campaigns that are designed to give customers new and exciting options. These campaigns are promoted through several different platforms such as social media, radio, in store signage and through you! Each campaign comes with a Barista Connect booklet that is created to give you all the information needed so that you can easily execute the drinks and effectively inform customers about the promotions.

For each campaign, everyone from the barista to the manager and owners should educate themselves through reading the barista connect and by sampling food and drinks from the promotion so that you know your product. Follow our I.C.E. steps for each campaign to make sure you are always prepared for new promotions.

**Improve Image** – Part of your responsibility in the Waves strategy is to continuously improve your stores’ image. We run cohesive, targeted marketing campaigns, but you must keep your store clean, your display fresh and appealing, ensure friendly service, and make excellent drinks every day. Always make sure your customer leaves happy.

- Window signs are hung evenly in clean visible windows
- Counter signs are placed around the till and are kept uncluttered
- Pairing inserts are added to specific food items
- Menu rounds hung evenly

**Connect with Customers** – You can easily connect with customers by: waving when they walk in the door, asking their names and using their name to call their order, introducing new products, suggesting perfect pairings, educating them on how you make their drinks, telling them about the current promotion.

- Connect with other staff by doing a tasting together and discussing food and drinks
- Connect to customers by greeting them, asking their name, and giving them your favourite food and drink options as a suggestion
- Connect with your manager/owner and head office. We always want to hear feedback from you

**Educate Everyone** – When you educate customers the trust you! When they trust you, they come back to see you for more recommendations. With every Waves promotion, you are given the opportunity to educate yourself and your customers.

- Educate customers by informing them about the promotions and telling them what you experienced during your tasting session
- Educate customers about the quality and source of our food and drinks (Locally sourced food, direct trade and locally roasted coffee)
- Offer and educate customers on food pairings. Pick your favourites and tell them why you like them
**Sampling**

Sampling is an important way for you and your customers to try Waves products. Staff should try new products so they know how to describe it to customers, and sampling allows customers to try new things that they may want to buy. Create a sampling rotation so it's always something different, offer 2 for 1 cards with drink samples, leave a tray by the till to try or offer them out by hand outside your store.

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**Waves Rewards**

The Waves Reward Program is a great way to give bonuses to our repeat customers and create new loyal customers as well. Our gift cards are also rewards cards that any customer can take to register online, with no purchase necessary. Be sure to ask all customers for their rewards card as we want to remind them to use their card and collect their points, or this will present the opportunity to tell customers about the program and get them to sign up!

Your store should have a Waves Rewards FAQ sheet should you or any customers have more questions, or they can contact rewards@wavescoffee.ca.

Not everyone knows that Waves has a rewards program so below are some quick and easy ways to tell your customers about our program and its benefits.

"You can take any gift card with no purchase necessary and register it online and collect points to redeem later."

"The rewards card gives you 5% back in points on any purchase you make to use later to receive your items for free."

"When you sign up for a rewards card you will receive 5000 points right away which is equal to $2.50."
Coffee Tasting

Waves was built on a foundation of customer care but is now building on its success by providing our customers with a cup of coffee that beats all our competitors in flavour. Try our different coffee options and write down what flavours you taste and smell and compare them to the notes listed on the coffee bag. Use non-technical terms, and be creative, there are no wrong answers. Use your own experience and the information provided to you to describe the different coffees to customers. When making offerings to your customers, give them the coffee options by name not roast. "Would you like Costa Rica or Colombia?" This helps to open more of a conversation about our coffees as customers ask further questions about the differences between the different coffee options.

1. SMELL
   the coffee's aroma with an open mouth to let more oxygen in.

2. SLURP
   the coffee loudly into your mouth, so the coffee mixes with oxygen.

3. SWIRL
   the coffee in your mouth, covering your whole palate.

REPEAT as the coffee cools. New flavours will become noticeable at different temperatures.

THE FOUR ELEMENTS

There are four basic elements that distinguish coffees. Learning to identify these will allow you to appreciate the exciting variations and unique characteristics between coffees. It takes time to recognize differences, but as you focus on these four elements your palate will develop to be able to notice the many nuances.

<table>
<thead>
<tr>
<th>AROMA</th>
<th>BODY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notice the flavours your nose can distinguish. Paying attention to aroma enhances your perception of flavour when you drink the coffee. Do you smell nuts? Fruit? Spices? Chocolate? Flowers?</td>
<td>Body refers to coffee’s “mouth feel”. Forget about taste and pay attention to how the coffee sits on your tongue. Is it heavy and thick? Smooth and light? How is the texture? To understand body think of the difference between whole and skim milk.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACIDITY</th>
<th>FLAVOUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acidity gives a level of “brightness” to coffee. Think of the difference between a Granny Smith apple and a banana. The acidic sensation usually resonates in back sides of your tongue.</td>
<td>Every coffee has a different flavour profile, no matter what the roast profile. Flavours vary based on the growing region, processing method, species of tree and blending recipe. Some common flavour groups are nuts, citrus or stone fruits, spices, chocolate, and flowers.</td>
</tr>
</tbody>
</table>
Coffee Tasting Flavour Wheel

The coffee tasting flavour wheel is designed by the SCAA (Specialty Coffee Association of America) to help identify and categorize flavours and aromas commonly tasted in coffee. It is meant to be a guide to help you develop a coffee tasting vocabulary. It is not exhaustive so don’t hesitate to add your own terms to describe what you taste. The more coffee you taste, the more you will be able to recognize and describe the nuances in various roasts, varietals, and blends of exquisite coffees.
Roast Profiles

At Waves Coffee, we select coffee to mirror the relaxed and cozy atmosphere of our coffee houses. Below are details of each of our current offerings. As coffee is a crop, it has its own seasonal cycles, meaning our coffee offerings will evolve overtime.

Our coffees are purchased directly from select small lot farmers. The processing method for each is fully washed and sun dried. All our coffee is 100% Specialty Grade.

<table>
<thead>
<tr>
<th>Costa Rica Tarrazu</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Roast Level</strong></td>
</tr>
<tr>
<td><strong>Prominent Flavours</strong></td>
</tr>
<tr>
<td><strong>Body &amp; Acidity</strong></td>
</tr>
<tr>
<td><strong>Coffee Varietal</strong></td>
</tr>
<tr>
<td><strong>Processing Method</strong></td>
</tr>
<tr>
<td><strong>Growing Region</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Colombia Nariño</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Roast Level</strong></td>
</tr>
<tr>
<td><strong>Prominent Flavours</strong></td>
</tr>
<tr>
<td><strong>Body &amp; Acidity</strong></td>
</tr>
<tr>
<td><strong>Coffee Varietal</strong></td>
</tr>
<tr>
<td><strong>Processing Method</strong></td>
</tr>
<tr>
<td><strong>Growing Region</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Espresso</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Blend</strong></td>
</tr>
<tr>
<td><strong>Prominent Flavours</strong></td>
</tr>
<tr>
<td><strong>Body</strong></td>
</tr>
<tr>
<td><strong>Acidity</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Decaf – Swiss Water Process</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Growing Regions</strong></td>
</tr>
<tr>
<td><strong>Prominent Flavours</strong></td>
</tr>
<tr>
<td><strong>Body</strong></td>
</tr>
<tr>
<td><strong>Acidity</strong></td>
</tr>
</tbody>
</table>
**Coffee Basics**

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**How to Brew Coffee**

<table>
<thead>
<tr>
<th>Weight of beans per batch of coffee</th>
<th>Medium</th>
<th>Dark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Half</td>
<td>80 g</td>
<td>80 g</td>
</tr>
<tr>
<td>Full</td>
<td>160 g</td>
<td>160 g</td>
</tr>
</tbody>
</table>

**Time:** Coffee is held in urn for **45 Minutes**

- Put **new filter** in clean brew basket, arrange it evenly so it doesn’t fall in during brewing
- **Grind** for half or full batch
- **Gently shake** the basket side to side (to settle the grinds evenly inside), slide into brewer on the correct side
- Put an **empty, clean, pre-heated** coffee pot under the basket
- Check that the brewer reads the **correct batch size**

**Brew**

- **Record expiry time** (or set a timer)

After coffee expires, empty and brew hot water into coffee pot (**Rinse**).

---

**SIZE**

<table>
<thead>
<tr>
<th></th>
<th>HOT</th>
<th>COLD</th>
</tr>
</thead>
<tbody>
<tr>
<td>REGULAR</td>
<td>12</td>
<td>16</td>
</tr>
<tr>
<td>WAVES</td>
<td>16</td>
<td>20</td>
</tr>
</tbody>
</table>

**MAXIMUM COFFEE BEAN SHELF LIFE FROM ROAST DATE:**

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>30 DAYS</strong></td>
</tr>
</tbody>
</table>
Retail Coffee Purchases

When a customer purchases Waves Retail Coffee we want to ensure they get the best out of their Waves coffee. Correct grind is one of the most common ways to improve their home brewing.

Every brewing method has an optimal grind coarseness to extract the best flavour. French Press coffee should be coarse, and cone filter drip coffee machines should use a medium-fine grind, for example.

When a customer purchases retail coffee, follow these steps

### Ask if they would like their coffee ground

<table>
<thead>
<tr>
<th>Ground</th>
<th>Whole bean</th>
</tr>
</thead>
<tbody>
<tr>
<td>What brewing method will the customer be using?</td>
<td></td>
</tr>
<tr>
<td>Set grinder to proper setting</td>
<td>Hand to customer in a Waves carry-out bag</td>
</tr>
<tr>
<td>Cut only the very top of bag and grind directly back into bag</td>
<td></td>
</tr>
<tr>
<td>Seal and had customer in Waves carry out bag</td>
<td>Thank you. Have a nice day!</td>
</tr>
<tr>
<td></td>
<td>Return grinder to usual setting</td>
</tr>
</tbody>
</table>

### Grind Guidelines

<table>
<thead>
<tr>
<th>Brewing Method</th>
<th>Grind Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>French press</td>
<td>Coarse-Medium</td>
</tr>
<tr>
<td>Drip (flat filter)</td>
<td>Medium</td>
</tr>
<tr>
<td>Pour over</td>
<td>Medium-Fine</td>
</tr>
<tr>
<td>Drip (cone filter)</td>
<td>Fine-Medium</td>
</tr>
<tr>
<td>Espresso/Turkish</td>
<td>Fine</td>
</tr>
</tbody>
</table>

### Rotating Retail Coffee

Coffee is best within a few weeks of roasting, so at Waves we rotate our retail coffee every 3 weeks. When the new delivery of coffee comes, remove all retail bags that did not sell and use them for in-house brewed coffee. This will guarantee that retail coffee is always fresh so customers get the Perfect Cup.
Tea

Waves offers many different Harney & Son’s tea options for our customers that they can purchase as an individual beverage or as a whole tin that they can take home with them. As a Waves team member you are allowed as much tea and coffee as you would like during your shift so try all our teas so you can tell customers about your favourites!

Be sure to learn the different types and features of our teas so you can always answer the customer’s questions, such as:

“What types of decaf teas do you have?”
“What types of green tea do you have?”
“Can you recommend a new interesting black tea?”

(Refer to Loose Leaf Tea program handbook)

<table>
<thead>
<tr>
<th>loose leaf tea</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLACK</td>
</tr>
<tr>
<td>Earl Grey, English Breakfast, Peaches &amp; Ginger</td>
</tr>
<tr>
<td>GREEN</td>
</tr>
<tr>
<td>Genmaicha, Gunpowder, Pouchong Jasmine</td>
</tr>
<tr>
<td>HERBAL</td>
</tr>
<tr>
<td>Egyptian Chamomile, Peppermint, Mountain Berry</td>
</tr>
</tbody>
</table>

(Refer to Loose Leaf Tea program handbook)

<table>
<thead>
<tr>
<th>Approximate Caffeine Content Comparison</th>
<th>Milligrams of Caffeine</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Per serving</td>
</tr>
<tr>
<td>Coffee 10 oz cup</td>
<td>140</td>
</tr>
<tr>
<td>Black Tea 1 bag, 10 oz cup</td>
<td>40</td>
</tr>
<tr>
<td>Oolong Tea</td>
<td>30</td>
</tr>
<tr>
<td>Green Tea</td>
<td>20</td>
</tr>
<tr>
<td>Herbal Tea</td>
<td>0</td>
</tr>
</tbody>
</table>
Specialty Beverages

Espresso Machine – La Marzocco GB/5

- Steam Lever
- Group Head
- Steam Wand
- Drip Tray
- Control Panel
- Water Spout
- Portafilter
- Basket
- Screen
- Always purge before & after using
- Always wipe after using
- Always store in the grouphead
- Clean immediately after using
- Use each portafilter equally

Espresso Grinder – La Marzocco Swift

- Hoppers
- Burrs
- Grind Adjustment
- Portafilter
- Fuse
Espresso Grinder – Mazzer

1. HOPPER COVER
2. HOPPER (coffee bean container)
3. GRINDING ADJUSTMENT DISK HANDLE
4. LOCKING SLIDE
5a. HOPPER SAFETY SCREW
5b. HOPPER FIXING PIN
6. COFFEE GRINDING ADJUSTMENT DISK
7. PUSH BUTTON PANEL
8. Funnel (doser)
9. FILTER HOLDER FORK
10. SERIAL NUMBER LABEL
11. SWITCH
12. DRIP TRAY
Pulling Espresso

What is espresso? Espresso is the result of water being forced through firmly packed, finely ground coffee under high pressure. The delicate essence of the coffee is quickly extracted. (Prolonged contact between water and coffee by extending the brewing time draws out unpleasant bitter chemicals and destroys flavour and aroma.)

1) Remove clean portafilter from grouphead.
2) Dry portafilter with dry rag.
3) Swift grinder: Fit portafilter into grinder and press appropriate button, wait for grinder to finish tamping.
   - Mythos grinder: Put portafilter under dosing chamber, pressing against sensor button, wait for grinder to finish grinding. Settle ground espresso into portafilter, level, and tamp manually.
   - Decaf manual grinder: Put portafilter under dosing chamber and press the grind button on the side; use hand paddle to dose espresso into portafilter. Grind only enough for one espresso. Settle ground espresso into portafilter, level and tamp manually.
   - Mazzer Grinder: Put portafilter under dosing chamber and press appropriate dosing button on top. Level and tamp espresso manually.
4) Pre-heat the grouphead by briefly pressing the manual water flow button.
5) Fit portafilter into grouphead and brew immediately into pre-heated serving cup.
6) Check extraction time and créma. Adjust and re-brew if necessary.
7) Assemble and serve drink.
8) Discard espresso into knock box and rinse portafilter and grouphead, fit clean portafilter into clean grouphead.
Espresso Standards

**Espresso Parameters**

<table>
<thead>
<tr>
<th></th>
<th>Brewed amount: 2-2.5 Oz.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Timing: 27 seconds (+/- 2 sec)</td>
</tr>
<tr>
<td></td>
<td>Grams of espresso: 18 g</td>
</tr>
</tbody>
</table>

**How does over & under extraction affect espresso?**

<table>
<thead>
<tr>
<th></th>
<th>Over Extraction</th>
<th>Under Extraction</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Timing</strong></td>
<td>Too long</td>
<td>Too short</td>
</tr>
<tr>
<td></td>
<td>Over 29s</td>
<td>Less than 25s</td>
</tr>
<tr>
<td><strong>Pour</strong></td>
<td>Thin, slow</td>
<td>Thick, fast</td>
</tr>
<tr>
<td></td>
<td>stream</td>
<td>stream</td>
</tr>
<tr>
<td><strong>Taste</strong></td>
<td>Bitter, Strong,</td>
<td>Sour, Astringent</td>
</tr>
<tr>
<td></td>
<td>Burnt</td>
<td></td>
</tr>
<tr>
<td><strong>Grind is too...</strong></td>
<td>Fine, make</td>
<td>Coarse, make</td>
</tr>
<tr>
<td></td>
<td>grind coarser</td>
<td>grind finer</td>
</tr>
</tbody>
</table>

The only way to adjust the extraction rate is to adjust the grind

**Tamping**

Manual tamping must be done correctly each time in order to ensure that the espresso brews evenly to create an ideal taste. Hold the tamper comfortably in your hand, keeping your wrist straight with your arm, and your elbow at a 90-degree angle. Apply enough pressure to even out the espresso but not pack it in tightly. Espresso should be tamped evenly so that the espresso is properly extracted.

**Uniformity of Extraction**

*Proper Tamping*

With your elbow at 90 degrees, using 30 - 40 lbs of pressure; tamp the coffee in the portafilter so it is even and level, ensuring equal extraction of the entire dose.

*Improper Tamping*

If the tamp is uneven, too hard or too light the water will flow to the low or less dense areas of the dose; adversely effecting the taste of your shot.
Steady Milk

Steaming milk, also known as ‘stretching’, is the process of injecting air into milk while heating it up. The ideal texture of steamed milk is like wet paint: dense, glossy, and creamy (not like meringue that is stiff and foamy). Steamed milk is a staple ingredient in most specialty coffee beverages; every barista must master the art of steamed milk.

1) Measure cold milk into chilled steaming pitcher. Store pitchers in bar fridge to keep cold.
2) Purge the steam wand to expel any standing water.
3) Immerse the wand tip below the surface of the milk, positioning it just off center.
4) Turn the steam valve on to full power.
5) Lower the pitcher so the steam wand is just at the surface of the milk. You will hear “pst, pst, pst” sounds. This is when the air is incorporated into the milk, making microfoam.
6) When you have enough foam (watch the volume), submerge the wand into the milk to stop making foam and warm the milk to 150 °F.
7) Remove the pitcher, wipe steam wand and purge to expel any standing milk.
8) Knock the steaming pitcher on the counter to pop any large bubbles. Shake the pitcher side to side and vigorously swirl the milk until shiny and smooth.
9) Pour into drink.

Notes:

- If there are too many bubbles to pop, and you don’t have shiny smooth milk, redo it. Do not serve bubbly milk.
- Your goal should be for latte art every time once you have learned how. Latte art is not possible without properly steamed milk.
- Do not overheat the milk – this changes the taste and texture. If you accidentally scald milk, redo it. Do not serve scalded milk.
Assembling Specialty Coffee Drinks

Efficiency is key for any barista. The trick is to assemble drinks quickly, without compromising quality on any step. Always be thinking about the most efficient process to make a drink or multiple drinks on one order.

1) Get serving cup ready (with spoon & saucer if order is to stay)
2) Add syrup if required
3) Prepare chocolate or matcha if required
4) Measure cold milk into cold pitcher
5) Dry portafilter, grind, and tamp espresso
6) Pre-heat grouphead and brew espresso into measuring glass
7) While espresso is brewing, steam milk
8) Wipe and purge the steam wand
9) Texture the milk, and pour espresso and then milk into cup
10) Serve the drink
11) Clean up. Empty grinds, clean portafilter and grouphead. Rinse milk pitcher.

Never leave the bar area without cleaning up first!

Specialty Beverage Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skinny</td>
<td>Made with non-fat milk and sugar-free syrup if applicable</td>
</tr>
<tr>
<td>Half-Caf</td>
<td>Espresso used is half regular espresso and half decaf espresso</td>
</tr>
<tr>
<td>Decaf</td>
<td>Decaf espresso is used</td>
</tr>
<tr>
<td>Half Sweet</td>
<td>Half the usual amount of syrup or chocolate is used</td>
</tr>
<tr>
<td>Single</td>
<td>Only one shot of espresso is used (1-1.5oz)</td>
</tr>
<tr>
<td>Wet</td>
<td>A cappuccino is made with less foam and more milk</td>
</tr>
<tr>
<td>Dry</td>
<td>A cappuccino is made with mostly foam and little milk</td>
</tr>
<tr>
<td>Breve</td>
<td>A beverage made with Half-and-Half cream instead of milk</td>
</tr>
</tbody>
</table>
**Matcha**

Matcha is 100% ground green tea leaves made from only the unopened bud and top 2 leaves from the green tea plant camellia sinensis from Kyoto, Japan. The bud and leaves are ground in a slow mill into a fine powder. Slow grinding prevents friction based heat from 'burning' the nutrients out of the tea and altering the flavour. That's it! There are no added preservatives, colourants or fillers in Waves' Matcha. We make Matcha Lattes, Iced Matcha, and Matcha Frappes.

**Whisking Matcha**

Scoop Matcha into whisking bowl, measure hot water

1. Break up the Matcha by gently moving the whisk in a figure 8 motion, with little to no downward pressure on the whisk.

2. Now move the whisk in a zig zag motion, slow at first and getting faster and faster, still with little to no downward pressure on the whisk. (Figure 2)

3. Gradually move a little higher, so by the end you are whisking the surface. This whole process should take 30 to 40 seconds. The Matcha should have foam on top with lots of bubbles. If there are minimal bubbles, you have not whisked vigorously enough. (Figure 3)

**PROPER STORAGE**

- After each use, rinse whisk with HOT water and store in the upright position (Figure 1).
- Do not store it on top of the espresso machine; the heat will dry out the whisk and cause it to wear out faster.
- Do not use cold water; this causes the bamboo to become brittle (meaning, it could break and end up in a beverage!)
Rooibos

Rooibos, meaning "red bush", referring to *Aspalathus linearis* plant, usually grown on the western coast of South Africa. The rooibos leaves are harvested to create this unique herbal tea. Rooibos is naturally **caffeine free**, loaded with antioxidants and 100% natural.

**Brewing Rooibos**

1. Rinse grouphead
2. Fill portafilter with rooibos and shake to spread out evenly
3. Place portafilter into grouphead and press manual brew button for 1 second. This allows the shot of hot water to waken the tea leave before full brewing
4. Brew rooibos to required amount for beverage

Belgian Chocolate

Waves uses premium Belgian chocolate for our Mocha and Hot Chocolate recipes. Inspired by the genuine chocolatiers that manufacture our chocolate, we melt the chocolate fresh for each carefully crafted beverage. They are, in our opinion, the best chocolate drinks on the market! Competitors use powder or syrup, which is faster and easier to prepare... it is also often riddled with preservatives.

- Dark Chocolate contains 56% cacao
- Milk Chocolate contains 35% cacao
- White Chocolate does not contain any cacao; it is made from cocoa mass, a delicious by-product of the chocolate manufacturing process.
Food

Waves has many different, pastry, entrée and dessert options to offer our customers and you are encouraged to try them all so you know what they taste like and how to describe the flavours to customers. Food should always be displayed and presented in a clean and organized manner. Whether it is in the display case, being ordered for here, or to go, we want our products to be appealing to our customers.

**Always!**

- Make sure to offer customers the option of having their pastry or entrée warmed up as this enhances the flavour and is something the customer will appreciate.
- Offer any sauces your store has along with entrées, such as salsa, hot sauce, or mango chutney.
- Be sure to provide napkins for customers. If it is slow at your store, make things easier for you and your co-workers later on by pre-filling your pastry bags with napkins or rolling cutlery in napkins.

## Serving Food

<table>
<thead>
<tr>
<th>For here</th>
<th>To Go</th>
<th>Notes</th>
</tr>
</thead>
</table>
| **Muffins & Bagels** | **Muffins & Bagels** | - Offer customers butter, jam, or peanut butter (and cream cheese for bagels) with their muffin or bagel  
- Wrap bagels in foil if it is to go |
| **Entrées** | **Entrées** | - Always wrap entrées in foil when it is to go, even if the customer does not get it heated  
- Serve entrees for here with rolled cutlery |
| **Squares & Cakes** | **Squares & Cakes** | - Always provide a napkin and cutlery  
- If the food is to go and has any sort of sticky topping on it, place it in a plastic to go container |
Food Shelf Life & Rotation

Tracking the expiry dates of products for sale is critical to maintain quality and for the safety of our customers. Rotation charts are used to keep track of the expiry dates. All rotation charts follow FIFO, which stands for:

**First In First Out**

**FIFO** also applies to any product with an expiration date such as chocolate, smoothie mixes, or coffee. When putting away this type of item, make sure to move the older product to the front so it is easily used first, and the newest product is put into the back to be used later.

**Shelf life** refers to how long the product can be sold after it is removed from the freezer. Shelf life is recorded in hours, and must be recorded on Rotation charts so all staff are aware. Shelf life hours start as soon as product is removed from the freezer.

**Rotation Charts** are used to track shelf life of food on display, to ensure all products are sold within the shelf life. Since frozen food can be removed throughout the day, there will often be multiple expiry dates on display simultaneously. Rotation charts must be updated as product is thawed.

**SHELF LIFE**

<table>
<thead>
<tr>
<th>24 Hours (1 day)</th>
<th>48 Hours (2 Days)</th>
<th>72 Hours (3 days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Croissants</td>
<td>Loaf</td>
<td>Cake</td>
</tr>
<tr>
<td>Bagel</td>
<td>Muffin</td>
<td>Squares</td>
</tr>
<tr>
<td></td>
<td>Scone</td>
<td>Cookie</td>
</tr>
<tr>
<td></td>
<td>Cinnamon Bun</td>
<td>Gluten Free Loaf &amp; Cookie</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sandwich</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wrap</td>
</tr>
</tbody>
</table>

*Shelf life starts when product is removed from freezer*

Rotation Charts

Rotation charts are designed to show the expiry date of each product on display. The column represents a display plate, the top cell refers to the product closest to the customer, the bottom cell refers to the product closest to the back of the case. The bottom cell is the product that will be served first.

Be sure to check throughout the day and take note of food that will be expiring later on. Always plan ahead for filling food as it takes some time to defrost.
Temperature Ranges

Temperatures need to be checked twice daily in the morning and the afternoon, to ensure that all food is being held at a food safe temperature. Your store should have a log sheet to make this easy to keep track of. Checking temperatures also allows for equipment malfunctions to be noticed as soon as possible so they can be fixed. If your store serves soup, it is necessary to heat up the soup warmer BEFORE adding the soup to the container.

![Temperature Ranges Diagram]

Fridge: 0°C to 4°C
Freezer: -15°C to -18°C

Wastage

Expired food that did not sell is called "wastage". It is important to record all of the wasted food so that we can order more efficiently. Wasted food is entered into the POS system in order to keep track. A receipt will print as a record of the wastage as well and reason for the wastage should be written on it. Reasons for food going to wastage include:

- Food was dropped or damaged
- Cut up for samples to customers
- Returned by a customer, or prepared incorrectly
- Has passed the expiration tie and is no longer fresh to serve

To enter food into the wastage, follow these steps:

1. Enter the item you would like to record as wastage. Highlight the item.
3. Select “Pay” and press “cash”
4. Write your reason for the wastage on the receipt that prints
POS

The POS is your terminal for entering your customers order and keeping track of transactions and drink orders. It is also where you will sign in/out for your shift and log in/out to the POS. The POS displays all drink orders on a second screen in the bar area as soon as the transaction completes so you can easily keep track of what needs to be made.

Clock in/out
Clocking in can be done on the main screen by selecting the clock in button.

Order Entry POS
The order entry screen is broken down into different categories to make food and drinks easier to find. Find your general category and the item is likely there.

Bar POS
Bump – Select this button and then hit the order you wish to clear from the line up.

Gift Cards
Loading
1. Press “↓”, then “Next level”, “Next level”, “Add to Gift”
2. Swipe the card you wish to load or scan the barcode
3. Enter the amount to be loaded on the card
4. Proceed to payment.

Checking Gift Card Money/Points
1. Press “Pay” button
2. Press “Rewards Profile”

Print Previous Bills
1. Press “↓”, then “Next level”
2. Press “Reopen Check”
3. Find the transaction
4. Press “Print”

Closing the Till
1. Press “Report”, Choose “on Printer”
2. Press “System Detail Report”, the summary report will be printed out.
3. Sign out, press “Close day”. The cash till will open automatically.
4. Cash out and file the receipts.
Credit Card Fraud

Credit card transactions need extra attention and steps to ensure that no fraudulent transactions are made. When completing a credit card transaction, use your best judgement but always follow the precautionary steps for any transaction over $20.

- Suspicious transactions may include large amounts on a gift card, multiple gift cards, multiple items with little concern over what they are, large amount purchases in general.
- Manual Entry of credit card numbers are not allowed and should be disabled on the debit machine.
- Should a credit card be presented that requires a signature, you must ask for photo ID and match the name on the cards and the signatures with the one given on the receipt.
- Should you suspect a fraudulent card and you feel safe to hold on to the card briefly, contact the credit card company authorization centre and calmly tell them you have a “Code 10 authorization request”. Contact MasterCard/Visa: 1-888-301-3246.
- You may ask for ID for credit transactions but customers do have the right to refuse and the transaction must be carried out. Should you be suspicious of the transaction, contact the Waves Head Office at 604-540-9283 and speak to the accountant.

Counterfeit Bills

Recognizing counterfeit money is very easy and can be done without alarming the customer. Before putting a bill in the cash drawer, guide the bill over the white area on your POS system, and check for the ghost image, dashes and puzzle number as the light shines through.

Paper Bills

1. Metallic stripe. Tilt the note. The numbers and maple leaves change colour.
2. Ghost image. Hold the note up to the light and look through it. A small, ghost-like image of the portrait appears. It is visible from both sides of the note.
3. Dashes. Hold the note up to the light and look through it. The dashes form a solid line. It is visible from both sides of the note. Tilt the note. The dashes shift from gold to green. Small characters (e.g., CAN 20) match the note’s value.
4. Puzzle number. Hold the note up to the light and look through it. Irregular marks on the front and back of the note form a complete number. It is visible from both sides of the note.
5. Raised ink. Feel the raised ink on the shoulders of the portrait, the large number, and the words “Bank of Canada • Banque du Canada.”
6. UV feature. Look at the note under UV (ultraviolet) light. Check that the text BANK OF CANADA – BANQUE DU CANADA and a number matching the note’s value glow in interlocking red and yellow. Red and yellow fibres are scattered on both sides of the note.

Tip: Don’t rely solely on one feature. Always look at two or more features when checking notes.
Polymer Bills

1. **Raised ink.** Feel the raised ink on the shoulders of the large portrait, the large number, and the words “Bank of Canada” and “Banque du Canada.”
2. **Large window.** Look for transparency through the large window containing a metallic portrait and building.
3. **Metallic portrait.** Look at the details in the metallic portrait in the large window. It matches the large portrait.
4. **Metallic building.** Look at the details in the metallic building in the large window. Tilt the note to see sharp colour changes in the building.
5. **Small numbers.** Look at the numbers in and around the large window that match the value of the note. Some of the numbers appear in reverse.
6. **Transparent text.** Look at the word “Canada.” It is transparent and feels slightly raised.
7. **Maple leaf border.** Look at the maple leaves that border the large window. Some of the leaves cross into the window.
8. **Frosted maple leaf window.** Look at the frosted maple leaf window to see that it has a transparent outline.
9. **Hidden numbers.** The hidden numbers are a security feature that you can use to further verify your note, with the aid of a single-point light source.

The bank of Canada has more information at [www.bankofcanada.ca/banknotes](http://www.bankofcanada.ca/banknotes) to learn about recognizing counterfeit money.

What to do if you suspect that you have been offered a counterfeit note during a transaction:

Assess the situation to ensure that you are not at risk. Then do the following:

1) Politely refuse the bill and explain that you suspect that it may be counterfeit.
2) Ask for another note (and check it too).

Be courteous. Remember that the person in possession of the bill could be an innocent victim who does not realize that the note is suspicious.
Bullying and Harassment in the Workplace

2018
Workplace Bullying and Harassment Policy

1. Workplace Conduct
Bullying and harassment is not acceptable or tolerated in this workplace. All workers will be treated in a fair and respectful manner.

2. Bullying and Harassment
(a) includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but
(b) excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.

Examples of conduct or comments that might constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumors.

3. Workers must:
   - not engage in the bullying and harassment of other workers
   - report if bullying and harassment is observed or experienced
   - apply and comply with the employer's policies and procedures on bullying and harassment

4. Application
This policy statement applies to all workers, including permanent, temporary, casual, contract, and student workers. It applies to interpersonal and electronic communication, such as email.

5. Annual Review
This policy statement will be reviewed every year. All workers will be provided with a copy.

Date created: ______________________________
Annual Review date: ________________________
Workplace Bullying and Harassment Reporting Procedures

1. How to report
Workers at Waves Coffee House can report incidents or complaints of workplace bullying and harassment verbally or in writing. When submitting a written complaint, please use the workplace bullying and harassment complaint form. When reporting verbally, the reporting contact, along with the complainant, will fill out the complaint form.

2. When to report
Incidents or complaints should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated and addressed promptly.

3. Reporting Contact
Report any incidents or complaints to your immediate supervisor, or your store's owner.

4. Alternate Reporting Contact
If the employer, the complainant's supervisor, or the reporting contact named in step 3 is the person engaging in bullying and harassment behavior, contact the Head Office by emailing info@wavescoffee.ca.

5. What to include in a report
Provide as much information as possible in the report, such as the names of people involved, witnesses, where the event occurred, when the event occurred, and what behavior and/or words let to the complaint. Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted.

6. Annual review
These reporting procedures will be reviewed on an annual basis. All workers will be provided with a copy.

Signed: __________________________

Date created: ________________________                     Annual review date: __________________________
Workplace Bullying and Harassment Complaint Form

Name and Contact information of complainant:
_________________________________________________

Name of alleged bully or bullies:
________________________________________________________________

Personal statement
Please describe in as much detail as possible the bullying and harassment incident(s), including:

• the names of the parties involved
• any witnesses to the incident(s)
• the location, date, and time of the incident(s)
• details about the incident(s) (behaviour and/or words used)
• any additional details that would help with an investigation

Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized persona; belongings, can also be submitted.

Signature: ______________________________                       Date: ________________________________
Workplace Bullying and Harassment Investigation Procedures

1. How and when investigation will be conducted

Most investigation at Waves Coffee House will be conducted internally. In complex or sensitive situations, an external investigator might be hired.

Investigations will:
12) be undertaken promptly and diligently, and be as thorough as necessary, given the circumstances
13) be fair and impartial, providing both the complainant and respondent equal treatment in evaluating the allegations.
14) Be sensitive to the interests of all parties involved, and maintain confidentiality
15) be focused on finding facts and evidence, including interviews of the complainant or respondent for assistance during the investigation process

2. What will be included

Investigations will include interviews with the alleged target, the alleged bully, and any witnesses. If the alleged target and the alleged bully agree on what happened, then Waves Coffee House will not investigate any further, and will determine what corrective action to take, if necessary.

The investigator will also review any evidence, such as emails, handwritten notes, photographs, or physical evidence like vandalized objects.

3. Roles and responsibilities

The Operations Manager is responsible for ensuring workplace investigation procedures are followed.

Workers are expected to cooperate with investigation and provide any details of incidents they have experienced or witnessed.

The Operations Manager will conduct investigation and provide a written report with conclusion to their supervisor, who is the person responsible for receiving reports.

If external investigation are hired, they will conduct investigation and provide a written report with conclusions to the Operations Manager.

4. Follow-up

The alleged bully and alleged target will be advised of the investigation findings by the Operations Manager.

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Following an investigation, the Operations Manager will review and revise workplace procedures to prevent any future bullying and harassment incidents in the workplace. Appropriate corrective actions will be taken within a reasonable time frame.

In appropriate circumstances, workers may be referred to the employee assistance program or be encouraged to seek medical advice.

5. Record-keeping requirements

Waves Coffee House expects that workers will keep written accounts of incidents to submit with any complaints. Waves Coffee House will keep a written record of investigations, including the findings.

6. Annual Review

These procedures will be reviewed annually. All workers will be provided with a copy as soon as they are hired, and copies will be available at your store.

Signed: ________________________________________________________

Date created: ____________________       Annual review date: _____________________
**Investigation Form**

Name of complainant: _______________________________________________________________

Name of respondent: _______________________________________________________________

Date: ______________________________________________________________________________

Location: ___________________________________________________________________________

Name of investigator: _________________________________________________________________

<table>
<thead>
<tr>
<th>Person Interviewed</th>
<th>Other people involved (e.g, alleged bully, witness)</th>
<th>Description of the situation (dates, words, actions, etc.) and impact (e.g., humiliation, intimidated)</th>
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Based on the investigation, did workplace bullying and harassment occur?  Yes or No

Reason(s) for this conclusion:
### Worker Checklist

**Actions to take if I believe I am being bullied and harassed**

<table>
<thead>
<tr>
<th>Document and keep a written record of the incident(s)</th>
<th>Yes or No</th>
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</thead>
<tbody>
<tr>
<td>Consider the context and surrounding circumstances of each situation.</td>
<td>Yes or No</td>
</tr>
</tbody>
</table>

1. I have read my workplace policy statement and procedures on bullying and harassment. I understand how to make a complaint and what to expect in the investigation process.  
   **Yes or No**

2. I have read Occupational Health and Safety policy D3-116-1 Worker Duties-Workplace Bullying and Harassment.  
   **Yes or No**

3. I am comfortable discussing the situation with the individual(s) involved.  
   **Yes or No**

4. Can I/we resolve the issue or concern?  
   **Yes or No**

5. If the answer was no to questions 3 or 4, then report the situation to the person designed in the employer's reporting procedures (e.g., the supervisor, owner, Head Office)  
   Include a written description and a timeline of events.  
   Documentation provided to: ________________________________  
   Date of expected follow-up response: __________________________

6. If my employer is the person bullying and harassing me, my reporting options are identified in the employer's reporting procedures.  
   **Yes or No**

7. If the answer was no to question 6, then I may contact the WorksafeBC prevention information line to report bullying and harassing by my employer (1.888.621.7233).  

8. Key people who will support me (including people outside of the workplace)
Worker template: how to document incidents of workplace bullying and harassment

**OHS Policy D3-116-1**: Workers must report if bullying and harassment is observed or experienced in the workplace.

<table>
<thead>
<tr>
<th>Date, time Location</th>
<th>People involved (Including witnesses)</th>
<th>Describe the situation (words, tone, actions, etc.) and the Impact (humiliated, intimidated)</th>
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Acknowledgement of Bullying and Harassment Policy

I, ___________________________________________ confirm that I have been trained and instructed by ________________________________________ in regards to the Bullying and Harassment Policy of Waves Coffee House on the following date: _____________________________________. I listened, read, and understood the training, and I understand that as an employee, it is my responsibility to abide by Waves Coffee House policy and procedures, in accordance with the training.

If I have questions about the training, materials presented or Waves Coffee House policy and procedures, I understand it is my responsibility to seek clarification as per the documents provided to me when I got hired by the company.

Employee Signature________________________________________

Date___________________________________________________________

Print name_____________________________________________________

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