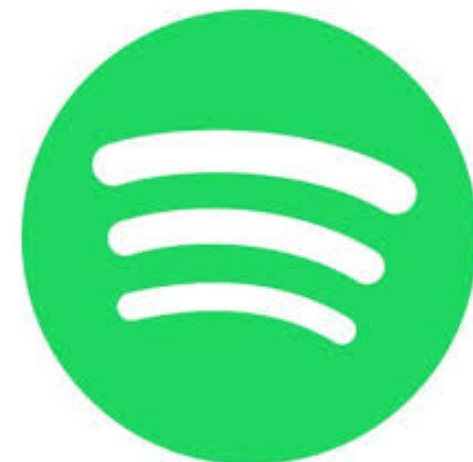
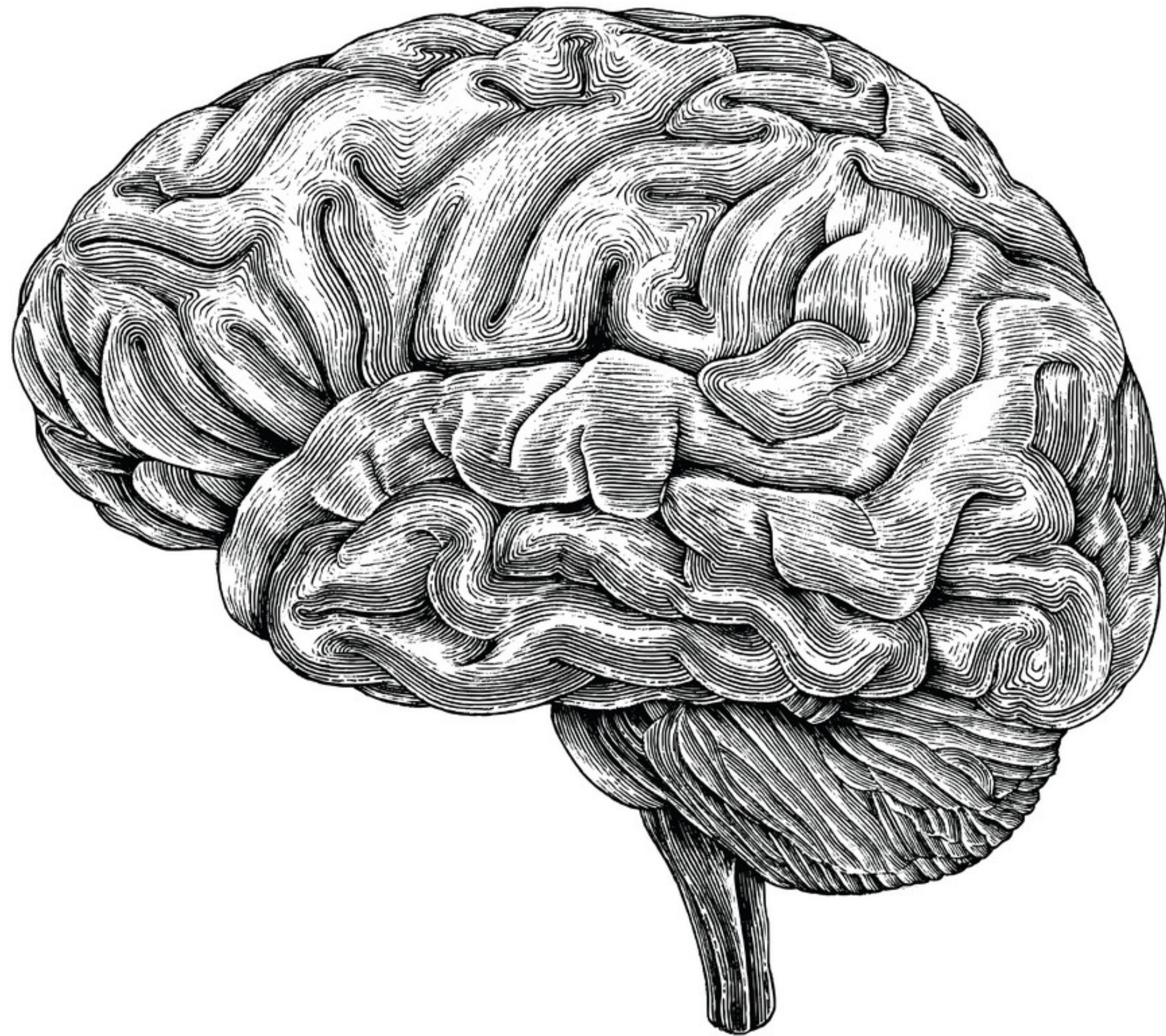


Creating Resiliency:

Establishing a New Normal in the Changing Landscape of Coffee Retail



Our Mindset



Attitude steers everything

Don't waste problems

Aim for new, not "normal"

Take responsibility

Leadership



Crisis amplifies everything

Leading by example + presence

Empowerment + Support

Self-care schedule

Business



Agility + Diversified income

Energized Lean Ops + Tracking

Review your “Why”

Refine and expand culture

Urgency vs. Desperation

Connection + Consumers



Connecting w/ Hearts + Minds

Values and Actions

Facilitating success

Experience > Quality

Staff + Systems



Commit to building w/ Empathy

Quality + Hospitality + Experience

Re-calibrate Metrics for Success

Communication+ Feedback +
Vulnerability



Creating Resiliency:

Q & A

Looking for clarity and tools to thrive?

Keys to the Shop Consulting can help!

On-Site | Over the Phone | Customized Packages | Accessible Rates

Participants of this webinar receive 10% off ALL consulting services

Chris@keystotheshop.com