

The Successful Coffee House: 22-Day Action Plan to Create a Relevant and Profitable Business

David J. Morris, Chris Heyer, Lon LaFlamme

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The Successful Coffee House is a roadmap for owners of retail specialty coffee businesses. It offers 22 practical and inspiring "Action Days" that will set your imagination and business plan ablaze, including: • Creating your own Specific Brand Image (SBI) • Developing a flexible business that can evolve with industry trends • Using holistic branding to maximize your customer experience • Crafting a business that is unique with uncompromising quality • Creative ways to differentiate your coffee house • Barista hiring tips to ensure an engaging culture • Techniques to keep your staff motivated • Today's coffee house design trends • The role of the professional barista • Creating your own business plan • Weekly Playbook to increase ticket averages



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