

# GUIDANCE FOR USE OF MARKER PEN ON TAKEAWAY, REUSABLE AND DRINK-IN BEVERAGES MADE WITH ALTERNATIVES TO MILKS COMPASS ONE ONLY

## Tool Required: Odourless Marker Pen



This guidance is for all Compass branded coffee houses. Customers will order various alternative milks for their coffees.

It is essential that the customer gets the correct drink with the right alternative milk. Therefore, you must follow the below stages for every drink made, whether that's drink in, or take away.



Oat	O
Soya	S
Coconut	C
Almond	A



Confirm the drink with the customer. Ensure this is communicated with the Barista making the drink.

Once the drink is prepared secure the lid on the takeaway cup. Using the marker pen, write the abbreviated initial directly on the lid, as per the image above

Verbally communicate with the customer at handover, each drink which has an alternative milk to ensure it aligns to their requirements



DO NOT prepare lids in advance. DO NOT write on the bottom or side of the cups. Always write to order to ensure the correct alternative has been identified on the correct drink.

## DRINK IN REQUIREMENT



Drinks served with saucers: Place a napkin onto the saucer, put the cup on top of the napkin and write the abbreviated initial onto the napkin.

Drinks served without saucers, including reusable cups: Place a napkin on the tray/counter, put the cup / reusable on top of the napkin and write the abbreviated initial onto the napkin.

Small china jugs for alternatives: Place the jug onto a napkin and write the abbreviated initial onto the napkin.

