

Objective

By the end of this lesson, Lindsay will understand the basic operations of a café, including menu planning, customer service, and the importance of cleanliness and organization in a café setting. She will also create her own mini café experience to apply what she has learned.

Materials and Prep

- Notebook and pen for taking notes
- Access to a kitchen (for practical activities)
- Ingredients for simple café items (e.g., coffee, tea, baked goods)
- Paper for creating a menu
- Cleaning supplies for maintaining a tidy workspace

Before starting the lesson, it's helpful for Lindsay to have a basic understanding of common café items and customer service etiquette. Encourage her to think about her favorite cafés and what she enjoys about them.

Activities

- **Menu Creation:**

Lindsay will create her own café menu. She can choose her favorite drinks and snacks, and design a layout for the menu. This will help her think about what items are popular in cafés and how to attract customers.

- **Mock Customer Service:**

Set up a role-play scenario where Lindsay acts as the barista and a family member or friend acts as a customer. This will give her practical experience in taking orders, serving items, and interacting with customers.

- **Café Cleanliness Challenge:**

Lindsay will learn about the importance of cleanliness in a café by conducting a cleaning challenge. She can set a timer and see how quickly she can clean and organize the workspace, discussing why each area is important to keep tidy.

- **Tasting Session:**

If possible, Lindsay can prepare a simple drink or snack from her menu and have a tasting session. This will help her understand the preparation process and the importance of presentation.

Talking Points

- "A café is not just about serving food and drinks; it's about creating an experience for customers." - Discuss the importance of atmosphere in a café.
- "Cleanliness is key in a café. A tidy space makes customers feel comfortable and welcome." - Emphasize the role of cleanliness in customer satisfaction.
- "Menu items should not only be delicious but also cater to different tastes and dietary needs." - Talk about the importance of diverse menu options.
- "Good customer service can turn a one-time visitor into a regular customer." - Explain how interactions with customers can impact their experience.

- "Every café has its unique vibe. What would you want your café to feel like?" - Encourage Lindsay to think creatively about her café's identity.