

let it dough — Role-Play Customer Cards

Cut along the dashed lines · laminate · B draws one and plays it (don't show A). Manual: Roleplay_Training_Manual_FOH · Pass = the 6 moments.

C1



CUSTOMER

First visit, browsing casually

THEY SAY

"What's good here?"

A PASSES IF

Two good openings: (a) ask their taste first — "custard, chocolate, or fruity?" then match a flavor, or (b) recommend the Brûlée + reason. Then drink + card.

• let it dough — FOH role-play

C2



CUSTOMER

Silent, just looking at the case (no eye contact)

THEY SAY

(says nothing)

A PASSES IF

Speak first — don't wait in silence. Greet + Who we are.

• let it dough — FOH role-play

C3



CUSTOMER

Hesitates at the price

THEY SAY

"It's a bit expensive..."

A PASSES IF

No discount. Answer with value: handmade / fresh / natural. Read the guest (G02).

• let it dough — FOH role-play

C4



CUSTOMER

Health-conscious

THEY SAY

"Is this organic?"

A PASSES IF

Never say "organic" → "natural ingredients, no artificial colors."

• let it dough — FOH role-play

C5



CUSTOMER

Family / sharing

THEY SAY

"We're a group, not sure what to get"

A PASSES IF

Box of 6/9 · mix flavors · (main branch) drinks for the group.

• let it dough — FOH role-play

C6



CUSTOMER

In a hurry

THEY SAY

"Just give me one quick"

A PASSES IF

At minimum moments 1,2,3,6. Always hand the card ("10% off next time on WhatsApp").

• let it dough — FOH role-play

C7

★★★

CUSTOMER

Skeptical

THEY SAY

"Looks like any other donut"

A PASSES IF

Differentiate: original flavors (Za'atar & Labneh).

• let it dough — FOH role-play

C8

★★★

CUSTOMER

Wants a drink (main branch)

THEY SAY

"Do you have coffee?"

A PASSES IF

"Yes — specialty coffee & Karak. Spanish Latte is a favorite."

• let it dough — FOH role-play

C9

★★★

CUSTOMER

Wants a drink (kiosk)

THEY SAY

"Can I get a drink here?"

A PASSES IF

Kiosk has no drinks → politely send to the main branch (WAFI, next to VOX).

• let it dough — FOH role-play

C10

★★★

CUSTOMER

Gift use

THEY SAY

"I need something for a gift / office"

A PASSES IF

Boxes for sharing · mix classic & Dubai flavors · delivery.

• let it dough — FOH role-play

C11

★★★

CUSTOMER

Fast, fires questions in English

THEY SAY

(throws two questions in a row)

A PASSES IF

Don't freeze — say the canonical line with confidence (L01/L02).

• let it dough — FOH role-play

C12

★★★

CUSTOMER

About to leave without buying

THEY SAY

"Maybe later"

A PASSES IF

Card + WhatsApp 10% off + "see you again!" — don't let them leave empty-handed.

• let it dough — FOH role-play