

# COFFEE AMBASSADOR



## *User Guide for Creating a COVID-19 Safe Break Area*



# Brewing During COVID-19

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To our customers:

As a family-owned company operating in San Diego for 50 years, we've always supported businesses in the community by delivering the quality products and services to your break rooms.

Due to Covid 19, there are some necessary shifts that need to take place to ensure your employees can comfortably drink and dine while in the workplace. Coffee Ambassador has been identifying the best way to operate your break room since this has all started.

In the next few pages, you will see our various machine options, products, as well as best practices to help you tailor a program that best fits your company's needs.

We will continue to onboard touchless solutions that help your employees stay focused and energized, all with safety in mind.

With care,

Coffee Ambassador Team



# New Ways to Make Your Cup

## Machine Options:

### Flavia C500

- No touchscreen, just buttons. Employees can use finger cots, gloves, or pointers to brew. Easy restart and cleaning instructions available
- Click [here](#) for a video example



### De Jong Duke Virtu

- Select brew options from the screen with a stylus pen. Each employee should have their own pen for maximum safety
- For a low upgrade charge, your Virtu machine can brew using a QR code, making it completely touchless
- Click [here](#) for a video example



### Newco CX Touch & Fresh Cup

- Choose your drink of choice with a stylus pen, or the edge of your Roar package
- The CX model will soon be launching a QR code brewing feature
- Click [here](#) for a video example



### Bevi

- Dispense your favorite cold drink from your phone with their newly launched QR brewing option!
- Click [here](#) for a video example



# Less Contact, More Comfort

## **Kitchen Items:**

- Get your utensils without rustling through a drawer. We offer a touchless cutlery dispenser (see page 5 for more details). Your staff and guests will touch *only* the utensil they need, eliminating any potential spread of a virus
- Individually wrapped stir sticks are now available. Your team can now stir in their add-ins without the fear of contamination
- Want to have all of these in one package? We now offer individually wrapped cutlery kits, which include a fork, knife, spoon, stir stick, and a napkin
- We now offer SmartTouch, an EPA registered hospital grade cleaner. You have the options of requesting this as a cleaning add-on service, *or* you can buy the solution from us for your own use. SmartTouch has been shown to kill viruses like SARS, which is part of the Corona strain. Though this is one powerful cleaner, it is still non-irritating to skin and food safe!
- Cup dispensers, only touch the cup you need! These can be mounted to a wall, and will fit your 10 oz. cups for easy, low contact dispensing



# Dixie Touchless Utensil Dispenser

**Provide your usual kitchen supplies, without the worry of contamination!**

**Each employee or guest will have the ability to touch only the utensil they need.**

## Take Control of Your Cutlery SmartStock® Tri-Tower Dispenser

Seldom can a new product help operators meet their most pressing challenges: reducing cutlery waste, improving hygiene, streamlining employee tasks, and maximizing counter space. The SmartStock® Tri-Tower dispenser was designed with operational efficiency in mind. That's exactly what you get from the industry leader in cutlery dispensing technology: game-changing performance that your patrons will appreciate.



Universal chambers let operators configure the dispenser with any combination of Series-T utensils.

### Why SmartStock® Tri-Tower is Good for Business



#### HYGIENIC DISPENSING

Touchless, automatic dispensing means no buttons or levers to push, helping to improve hygiene and prevent contamination. Patrons touch only the utensils they need.



#### HIGH-CAPACITY ADVANTAGE

Holds up to 390 utensils, the most of any SmartStock® dispenser—so restocking is less frequent. Pre-counted cutlery refills can help cut reloading time.



#### FULLY ENCLOSED 3-IN-1 STATION

Patrons get all their cutlery at one station. And employee restocking is hygienic and easy within the fully enclosed dispenser.



#### WASTE SAVING & SUSTAINABLE

Tri-Tower and its one-at-a-time dispensing can reduce cutlery waste—so less cutlery to replenish and less landfill trash.



#### RELIABLE TECHNOLOGY, SMALL FOOTPRINT

Operators trust Dixie Ultra® dispensers to perform consistently and impress patrons. Efficient design requires very little counter space, and dispenser also mounts conveniently on the wall.



#### CUSTOMIZABLE INSERTS

A full selection of dispenser inserts is available to add colorful design and messaging to dispensers. You can also order customized inserts with your own brand-specific messaging and logos.



# Create a Desk Kit to Minimize Contact

## ***Curious about a desk kit?***

- To minimize “traffic” or excessive contact in the break area, some of our customers are providing kits that include a week’s work of an employee’s preferred roast(s), their typical add-ins, as well as stir sticks, etc. This keeps your employees focused and satisfied, all with safety in mind.
- The desk kit will allow employees to bring only what they need to the break area to safely brew, then head back to their own workstation



*Above is a sample desk kit, providing enough items to last an employee the week*






# Looking for a machine-free solution? We now carry instant coffee!

Brewers	Features
 <p data-bbox="297 718 539 757"><i>Steeped Coffee</i></p>	<ul style="list-style-type: none"> <li>✓ <b>100% small batch, hand-roasted coffee from Santa Cruz</b></li> <li>✓ <b>Specialty coffee crafted for quality</b></li> <li>✓ <b>Nitro sealed sleeves</b></li> <li>✓ <b>Packaging made out of plant-based renewable and compostable materials</b></li> </ul>
 <p data-bbox="245 1228 591 1267"><i>Starbucks VIA Instant</i></p>	<ul style="list-style-type: none"> <li>✓ <b>Made with high quality Arabica beans</b></li> <li>✓ <b>Higher amount of ground coffee in each stick, giving you a bold cup on the go</b></li> <li>✓ <b>Enjoy within seconds, just add hot water and stir for 10 seconds</b></li> </ul>
 <p data-bbox="231 1707 605 1746"><i>Nescafe Taster's Choice</i></p>	<ul style="list-style-type: none"> <li>✓ <b>100% responsibly sourced beans</b></li> <li>✓ <b>Flash freeze method used to create a smooth, well-balanced cup</b></li> <li>✓ <b>Quick, just mix with hot water!</b></li> </ul>



# Clean Water Filtration Systems

Depending on your company's consumption rate, we will refresh your water filtration system every 3, 6, or 12 months. Filter viruses, bacteria, and particles from your coffee and water machines. Frequency of filter refresh can also be increased by client request

Filters	Features
 <p>Smarter Water Filter™</p>	<ul style="list-style-type: none"> <li>✓ Premium water filtration of 99.9% of particles up to ½ micron</li> <li>✓ Purchase includes filter change labor and used-cartridge recycling. Complimentary equipment preventative maintenance is provided with every filter changes</li> </ul>
 <p>Smarter Carbon Filter™</p>	<ul style="list-style-type: none"> <li>✓ Premium water filtration using carbon of 99.9% of particles up to ½ micron</li> <li>✓ Purchase includes filter change labor and used-cartridge recycling. Complimentary equipment preventative maintenance is provided with every filter changes</li> </ul>
 <p>Brio 4-stage RO System™</p>	<ul style="list-style-type: none"> <li>✓ 4-stage, no-drain, RO Filter system</li> <li>✓ Installs directly inside Brio water units</li> <li>✓ Lease includes filter change labor and used-cartridge recycling. Complimentary equipment preventative maintenance is provided with every filter changes</li> </ul>





# Quick Tips!



## Encourage teams to get creative in reducing how much they touch.

Self-service machines (like FLAVIA) often have just a few buttons that need to be touched. **But employees can use a pen, badge, or some other tool to touch buttons even less.**



**Make hand sanitizer more...handy.** Not every breakroom has a convenient sink. Add more hand sanitizers (**that are at least 60% alcohol**) so employees have options.



**Offer recyclable cups and utensils.** This reduces the risk of germ exposure from shared items (while reducing environmental impact) and helps prevent sink backups.



**Clean and disinfect often.** Clean machines with a food-safe disinfectant. Make sure to follow the directions for use.

Navigating the new normal can be hard, especially transitioning back to the workplace. We are here to help you tailor the perfect program for your staff.

Questions about add-on services and pricing? Contact us!

858-453-8584