



**BOOMERANG
ALLIANCE**
Plastic Free Places

**CHOOSE
TO REUSE**

Port Douglas

CREATE A REUSABLE WORKFLOW IN 5 STEPS

Reusable cups are great for your sustainable business, but there are practicalities of incorporating them into your busy cafe.

1. THE CUP IS PRESENTED DIRTY

You don't have to accept a reusable cup that looks or smells dirty:

"I politely say no, and take the opportunity to explain why - that their dirty cup can contaminate our other surfaces, and washing takes more time which creates more cost and longer wait times for other customers." - **Land & Sea, Tasmania**

Showing a customer somewhere that they can rinse their own cup, like a nearby sink, might help.

You have no responsibility to wash a customer's cup, but some cafes choose to:

"I rinse it under hot water at the machine. It takes 30 seconds." - **Inner Bean Coffee Van, Perth**

"I offer to clean their cup, but they wouldn't receive a BYO discount. I'd advise their coffee would take a little longer while we ensured their drink was served hygienically." - **The Foodprint Experience - Adelaide**

2. Matching the cup to the order

The variety of cups can be a challenge, but the cafes we spoke to said it was all about having a system:

"We write down the order by hand on a ticket and describe the cup, e.g. 'latte/grey.'" - Inner Bean Coffee Van, Perth

"We have modifiers in our POS that include the coffee order, the milk they choose, if it's takeaway and the colour of the cup. We then line up the cups to correspond with the dockets." - **Hank's Cafe, Perth**

Encourage your customers to write their name on their own cup.

3. WHICH LID GOES WITH THIS CUP?

"We tell the customer to hang onto the lid." - **Hank's Cafe, Perth**

"They hold onto the lids, so we don't mix them up or lose them into our own stock." - **Inner Bean Coffee Van, Perth**

4. VOLUME CONTROL

Every cup is different and it can be difficult to know what size it is. Take the guesswork out - ask the customer what they want:

"Make the milk for the coffee, not the cup. If it's short, it's easy enough to explain that it's due to the different cup." - **Hank's Cafe, Perth**

"We train our staff in portion control, so they use the correct amount of milk for the coffee." - **The Foodprint Experience, Adelaide**

"I ask them what size they'd like, and if they order a medium but the cup is large I ask 'do you want me to fill it halfway?' If they say no, fill it up, I tell them 'that would be a large, do you want a large.'" - **Inner Bean Coffee Van, Perth**

5. THERE'S A QUEUE OUT THE DOOR! HELP!

With a simple system in place it's possible to stay cool even when it gets busy:

"You just need a convenient place to line up the orders." - **Hank's Cafe, Perth**

"Line up at the counter with a docket and description." - **Inner Bean Coffee Van, Perth**

"Busy is busy! It's no different to lining up 10 shots of coffee in single-use cups to BYO cups. Placing the docket with the cup ensures no mix ups." - **The Foodprint Experience, Adelaide**

FINAL THOUGHTS ON REUSABLE CUPS FROM OUR MEMBERS

"I just started with a handful of cups as an offering and people loved it. Then, after COVID, we got rid of disposables. We picked up more customers since then, I'd say business has increased by 10%. So other cafes should give it a go and see." - **Inner Bean Coffee Van, Perth**

"We sourced some mug library cups from the op shop, which is just a win-win to us. We introduced a surcharge on single use takeaway, and there was a positive reaction to that. People do like it! But a bit of banter helps: 'haven't you got your cup today?' when people forget, for example." - **Hank's Cafe, Perth**

Our tips

- Praise the customer when they bring their cup in. "Nice cup! Let me give you a discount for your effort".
- Educate customers so they can make a conscious choice based on understanding the price of single-use cups both to the cafe and community.
- Offer multiple solutions - encourage reusable cups, advocate 'going lidless', include a mug library, create space and encourage dine in.
- Include reusable cups on your POS so you can track their use and see the impact of any discounts or single-use surcharges.