

Here at Nektər, we are incredibly proud of what we do. We have a fierce dedication to quality, using only the best ingredients to create a menu that encourages a healthy, plant-based lifestyle. We also feel we have a great team (that's you!) to make and deliver these items to our guests. There is no shortage of juice options out there and new options are opening every year. Our ability to differentiate ourselves from those competitors comes down to having a great product and delivering a great guest experience, which is where you come in. Our guests have high expectations of the experience they receive, and we are 100% committed to providing that experience.



## FROM THE GUEST'S EYES

Before we can talk about our role in guest service, we must first understand how a guest looks at guest service.

1. **Reputation & Experience** — Think of your favorite place to eat. What comes to mind when you think of that place? You may think of your favorite item, or your favorite seat, even your favorite employee. Regardless of the specific thought, the common thread is you are remembering your last experience, and our guests are no different. If their last visit was great, that is what they will think about when they decide to come in. This is both the first step and the result in great guest service.
2. **Phone** — Guests can call your store for any number of reasons, and it is our first opportunity to make a strong impression and give great guest service. Having a “script” that you follow is an easy first step. As an example, “Thank you for calling Nektər (insert store name) this is (insert your name), how may I help you?” This gets the conversation started on a positive note and ensures we are giving the guest the information they require.
3. **Parking & Patio** — You only get one chance to make a first impression and it starts here, outside of your store. When a guest walks up to your door what they see will start to form the foundation of their experience. We instantly lose a little in guest service if there's trash in the parking spaces in front of your store, patio umbrellas that have collapsed, broken, or the patio is a mess.

4. **Queue Line** — The “queue” is the line the guests wait in. In some stores, the queue is defined by bookcases and wooden slats while in other stores the queue is free flowing and not defined by anything. Regardless of the design, the area around the queue should be clean and in good repair including floors, walls, furniture, and decorations. This is also the first opportunity to greet our guests with a sincere “Welcome to Nekter!”
5. **Cashier** — The cashier station is the first direct interaction that we have with our guests. It is important to have great body language (always face directly towards the guest, make eye contact, & smile) and give each guest your undivided attention. Making suggestions and repeating the guest’s order back help ensure the guest has a wonderful experience and an accurate order.
6. **Handoff** — There are several points at which you can affect great guest service here. First, ensure the drink or bowl is correctly prepared. Before you mention the item, check to ensure the portion is correct, the toppings great, and the bowl or cup is clean. Now that you have the perfect item for our guest, call out the item and the guest’s name. When the guest arrives, deliver their order with eye contact and a warm smile. Remember to thank the guest for coming in!
7. **Dining Room** — Of all the areas of guest service, the guest spends the most amount of time in our dining room. They see it when they arrive, they are in it while waiting for their order, they eat in it, and they see it when they leave. Because of this high exposure, it is one of the most critical areas of our store to maintain. Ensuring that the store is clean (tables, chairs, walls, and floors to name a few areas) and in good repair can have a substantial impact on a guest’s experience as it is the first and last part of our restaurant they see.
8. **Restrooms** — There is an adage that the cleanliness of a restaurant’s restrooms reflects the cleanliness of its kitchen. True or not, we can use this cliché to our advantage. Ensuring the restroom is clean and fully stocked will go a long way towards affecting our guest’s perception of our BOH.
9. **Fond Farewell** — Sometimes the small things have the largest impact. In this case, a simple “Thank You for coming in” with a smile can go a long way with our guests.



## DELIVERING THE NEKTER "PROMISE"

Now that we have identified where great guest service occurs in your store, we can speak about how to execute it. The good news is giving Great Guest Service is not complex. Often it comes down to a couple of points.

- **Effort** — Great guest service can be accomplished in many ways. A warm, friendly greeting in person or on the phone, helping a guest with a large order to their car, taking time to walk a guest through menu selections, and a sincere “thank you” are all examples of giving great guest service. Though each example is different, they all have something in common, the team members put forth effort in making the guest happy. To be truly successful in delivering great guest service you must want to make the guest happy. Being a people pleaser, having a servant’s heart, or being service oriented are all ways of stating the same idea, you have a genuine interest in making guests happy. You must structure your plan and directions to support this concept.
- **Happiness is the key!** — Too often the mistake is made of getting into discussions about who is right with a guest. We have all heard it at some point. A guest gets their bowl or drink and then points out it is not how they ordered it. The team member then proceeds to tell the guest, “That’s how you ordered it” and there is where the mistake is made. The team member is now engaging in a discussion with the guest about what they did or did not say during the order process. This path of conversation always leads to service complaints. Engaging in a conversation with the guest about what they ordered is problematic for a couple of reasons.
  1. The conclusion of this line of discussion is that either the guest or the team member will have to be wrong. No guest wants to feel like they are wrong and if they are made to feel like that, they probably won’t return. Team members’ morale will also dip if they consistently feel like the guest is putting them down.
  2. Regardless of who is right or wrong, the solution will not change. Eventually we will remake the guest’s order to reflect what they wanted.

Rather than worrying about right vs wrong, let us focus instead on happy vs unhappy. At the end of the day, the guest and the team member want the same thing: to be happy. The great thing about happiness is that both parties can achieve that simultaneously. So, let us revisit the above situation. Upon receiving their item, they notify the team member it is not what they wanted. Rather than discussing what they ordered, the team member instead apologizes that the guest is not happy and offers to make the item the way the guest wants it. In this example, the team member is not apologizing for being wrong, they are apologizing that the guest is not happy. The team member is also showing a genuine effort (remember that from before?) to make the guest what they want. With this example, both parties can be happy. The guest gets the item the way they want it, and the team member gets to make a guest happy, avoiding complaints.

## HANDLING GUEST ALLERGIES

Nekter Juice Bar carries several major allergens, and it is imperative that all new and existing team members are knowledgeable of all menu items and ingredients in the event a guest has a minor or serious allergy request. **It is also extremely important that our guests understand cross contamination is always a risk and an “allergy free” item can NEVER be guaranteed.** Should you have any additional questions please contact Nekter’s Human Resources department - HR@nekterjuicebar.com.

- **Know our recipes & high-risk ingredients** — It is important that you are knowledgeable of all our menu items and ingredients to ensure you can accurately answer questions or make suggestions based on a guest’s allergy request. Although a guest can be allergic to about anything, Nekter carries four of the most common and most serious and in some cases fatal allergens, **Tree Nuts, Peanuts, Dairy, and Gluten.**
- **Never guess & NEVER guarantee** — Do not ever assume a menu item or ingredient is safe. Check your labels and resources or defer to a manager on duty to ensure you are making the safe choice. *In some cases, allergies can be so severe that even airborne remnants can cause a reaction. It is important to understand that due to the possibility of cross contamination, regardless of if the protocol, no item is risk free. If a guest enters your store with this severe of an allergy it is best to avoid the risk and instead recommend that they dine somewhere else.* This can be an uncomfortable conversation for a team member to have and should always be handled by a General Manager or Shift Lead on duty. If YOU or a team member have a peanut allergy it is required that you inform your manager and our HR department immediately.
- **Ask for help** — These conversations can be intimidating and uncomfortable. If you need help, ask for it. If you are a new employee or simply do not feel qualified to have these conversations, always defer to a shift lead or a manager on duty to ensure you do not impart further risk or put a guest in danger.
- **Display your warnings** — Every location should have an allergy awareness sticker on the front door or windows as well as at the POS station. Not only do these stickers add additional awareness, but should you encounter an allergy related issue they may help support us legally support a guest demand medical compensation.

## **ALLERGY TRAINING – TREE NUTS (Cashews, Almonds, Coconut)**

Nekter Juice Bar carries several major allergens, and it is imperative that all new and existing team members are knowledgeable of all menu items and ingredients in the event a guest has a minor or serious allergy request. It is also extremely important that our guests understand cross contamination is always a risk and an “allergy free” item can NEVER be guaranteed. Should you have any additional questions please contact Nekter’s Human Resources department – HR@nekterjuicebar.com.

### **WHAT ARE TREE NUTS?**

Cashews, Almonds, and Coconuts are all members of the tree nut family which is one of the most serious and potentially fatal allergens often even with limited contact or consumption. These ingredients can be found in several Nekter items. Please see below for a list of menu items and recipes that include cashews.

**IMPORTANT:** In some cases, tree nut allergies can be so severe that even airborne remnants can cause a reaction. If a guest enters your store with this severe of a tree nut allergy it is best to avoid the risk and instead recommend that they dine somewhere else. This can be an uncomfortable conversation for a team member to have and should always be handled by a General Manager or Shift Lead on duty. If YOU or a team member have a peanut allergy it is required that you inform your manager and our HR department immediately.

### **NEKTER MENU ITEMS & INGREDIENTS CONTAINING TREE NUTS**

Please ensure all team members are properly utilizing Nekter’s recipe job aids and prep instructions when making any of the items listed below. Poor training can lead to items being made incorrectly and may result in harming a guest or employee.

- **Prep Recipes**

- House-made Cashew Nutmilk
- Soaked Cashews
- Vanilla Chia Pudding (Cashews)
- Chocolate Cashew Drizzle
- Blue Vanilla Cashew Drizzle
- Superfood Oatmeal (Cashews)
- Better Bars (Cashews)

- **Smoothies**

- Berry Banana Burst (Cashews)
- Popeye’s Acai (Cashews)
- Mango Delight (Cashews)
- Health Nut (Cashews)
- Strawberry Banana Protein Smoothie (Cashews)
- Chocolate Peanut Butter Protein Smoothie (Cashews)
- PB&J Smoothie (Cashews)
- Coffee Kickstart (Cashews)
- PB Mocha (Cashews)
- Pink Flamingo (Coconut Water)
- Tropical Cooler (Coconut Water)

- **Acai Bowls**

- Acai Berry Banana Bowl (Cashews)
- PB Bowl (Cashews)
- PB&J Bowl (Cashews)
- Protein Power Bowl (Cashews)
- Chocolate Bowl (Cashews & Almonds)
- Superfood Bowl (Cashews)
- Acai Mango Bowl (Coconut Water)
- Dragon Fruit Bowl (Coconut Water)

# ALLERGY TRAINING – PEANUTS

Nekter Juice Bar carries several major allergens, and it is imperative that all new and existing team members are knowledgeable of all menu items and ingredients in the event a guest has a minor or serious allergy request. **It is also extremely important that our guests understand cross contamination is always a risk and an “allergy free” item can NEVER be guaranteed.** Should you have any additional questions please contact Nekter’s Human Resources department – [HR@nekterjuicebar.com](mailto:HR@nekterjuicebar.com).

## WHAT ARE PEANUTS?

It is important to understand that peanuts are not nuts and have an allergen separate from other tree nuts such as cashews. They are a member of the legume family and are one of the most serious and potentially fatal allergens, often even with limited contact or consumption. Peanuts can be found in several Nekter items including our house-made Peanut Butter Chia and several of our fresh menu items. Please see below for a list of menu items and recipes that include peanuts.

**IMPORTANT:** In some cases, peanuts allergies can be so severe that even airborne remnants can cause a reaction. If a guest enters your store with this severe of a peanut allergy it is best to avoid the risk and instead recommend that they dine somewhere else. This can be an uncomfortable conversation for a team member to have and should always be handled by a General Manager or Shift Lead on duty. If YOU or a team member have a peanut allergy it is required that you inform your manager and our HR department immediately.

## NEKTER MENU ITEMS & INGREDIENTS CONTAINING PEANUTS

Please ensure all team members are properly utilizing Nekter’s recipe job aids and prep instructions when making any of the items listed below. Poor training can lead to items being made incorrectly and may result in harming a guest or employee.

- **Prep Recipes**
  - Peanut Butter Chia (Parfait & Layer)
  - Peanut Butter Drizzle
  - Superfood Oats (Cinnamon Apple & PB)
- **Smoothies**
  - Health Nut
  - Chocolate Peanut Butter Protein Smoothie
  - PB&J Smoothie
  - PB Mocha
- **Acai Bowls**
  - PB Bowl
  - PB&J Bowl
  - Protein Power Bowl
  - Peanut Butter Granola Topping

## ALLERGY TRAINING – DAIRY

Nekter Juice Bar carries several major allergens, and it is imperative that all new and existing team members are knowledgeable of all menu items and ingredients in the event a guest has a minor or serious allergy request. It is also extremely important that our guests understand cross contamination is always a risk and an “allergy free” item can NEVER be guaranteed. Should you have any additional questions please contact Nekter’s Human Resources department – HR@nekterjuicebar.com.

### WHAT IS DAIRY?

Dairy products or milk products are food products that are made from milk. Most common dairy products include cow’s milk, cheese, yogurt, and butter. Luckily, Nekter does not use dairy widely and it is technically not included as a default ingredient in any of our menu items, but we do offer Whey Protein as one of our protein choices for our functional menu items. Whey Protein contains different types of milk proteins therefore it should NOT be consumed if you have a dairy allergy. Fortunately, we offer Pea Protein, which is vegan and does NOT contain any dairy.

**IMPORTANT:** In some cases, dairy allergies can be so severe that even small or airborne remnants can cause a reaction. If a guest enters your store with this severe of an allergy it is best to avoid the risk and instead recommend that they dine somewhere else. This can be an uncomfortable conversation for a team member to have and should always be handled by a General Manager or Shift Lead on duty. If YOU or a team member have a dairy allergy it is required that you inform your manager and our HR department immediately.

### NEKTER MENU ITEMS & INGREDIENTS CONTAINING DAIRY

Please ensure all team members are properly utilizing Nekter’s recipe job aids and prep instructions when making any of the items listed below. Poor training can lead to items being made incorrectly and may result in harming a guest or employee.

- **Smoothies**

- Health Nut – ONLY if whey protein is selected.
- Chocolate Peanut Butter Protein Smoothie – ONLY if whey protein is selected.
- PB Mocha – ONLY if whey protein is selected.
- Coffee Kickstart – ONLY if whey protein is selected.
- Strawberry Banana – ONLY if whey protein is selected.

- **Acai Bowls**

- Chocolate Bowl - ONLY if whey protein is selected.
- Protein Power Bowl - ONLY if whey protein is selected.

- **Retail Items**

- Better Bars – Cannot be made without whey protein.

## ALLERGY TRAINING – GLUTEN

Nekter Juice Bar carries several major allergens, and it is imperative that all new and existing team members are knowledgeable of all menu items and ingredients in the event a guest has a minor or serious allergy request. It is also extremely important that our guests understand cross contamination is always a risk and an “allergy free” item can NEVER be guaranteed. Should you have any additional questions please contact Nekter’s Human Resources department – HR@nekterjuicebar.com.

### WHAT IS GLUTEN?

Gluten is a protein found in many grains, including wheat, barley, and rye. Most common food products that contain gluten include bread and pasta. Typically, people who suffer from severe gluten allergies have Celiac Disease which is triggered by eating gluten products. Our Hempseed and Peanut Butter Protein granolas both contain gluten. We have gluten free granola available should a guest have an allergy.

**IMPORTANT:** In some cases, gluten allergies can be so severe that even small or airborne remnants can cause a reaction. If a guest enters your store with this severe of a gluten allergy it is best to avoid the risk and instead recommend that they dine somewhere else. This can be an uncomfortable conversation for a team member to have and should always be handled by a General Manager or Shift Lead on duty. If YOU or a team member have a gluten allergy it is required that you inform your manager and our HR department immediately.

### NEKTER MENU ITEMS & INGREDIENTS CONTAINING GLUTEN

Please ensure all team members are properly utilizing Nekter’s recipe job aids and prep instructions when making any of the items listed below. Poor training can lead to items being made incorrectly and may result in harming a guest or employee.

- **Acai Bowls**
  - PB Bowl – Hempseed Granola Topping
  - Acai Banana Berry Bowl – Hempseed Granola Topping
  - Dragon Fruit Bowl – Hempseed Granola Topping
  - Acai Mango Bowl – Hempseed Granola Topping
  - Chocolate Bowl – Hempseed Granola Topping
  - Acai Superfood Bowl – Hempseed Granola Topping
  - Protein Power – Peanut Butter Protein Granola
  - PB&J Bowl – Peanut Butter Protein Granola
- **Other Items:**
  - Berry Chia Parfait – Hempseed Granola
  - Peanut Butter Chia Parfait – Peanut Butter Protein Granola

## STOP:

PLEASE CLICK [HERE](#) TO COMPLETE THE COURSE ACKNOWLEDGEMENT.