



## **The White Shirt and Business Systems**

### **System Example 1**

# more money for shoes

## System Example 1

Process: Making Coffee Procedures

Result: To ensure fresh coffee is available for clients

Person with overall responsibility: Receptionist

Step	Task	Who	Due
1	Gather necessary materials: <ul style="list-style-type: none"><li>• Coffee filters</li><li>• Ground coffee and measuring cup</li><li>• Water</li></ul>	Receptionist	Before first client appointment
2	Grasp handle of coffee basket and slide it out of machine	Receptionist	Before first client appointment
3	Empty used coffee filter into the bin	Receptionist	Before first client appointment
4	Place new coffee filter into basket	Receptionist	Before first client appointment
5	Using measuring cup, fill coffee filter with coffee to black line	Receptionist	Before first client appointment
6	Replace coffee basket into coffee machine	Receptionist	Before first client appointment
7	Press the 'brew' button once, it may take a moment for the coffee to start brewing	Receptionist	Before first client appointment
8	Put all necessary materials away	Receptionist	Before first client appointment
9	Repeat process when there is less than one cup of coffee left in the pot	Receptionist or Admin	As required
10	Clean coffee machine and used crockery	Receptionist	After last client appointment

### Standards

1	Coffee to be made when less than one cup of coffee is left in the pot
2	Fresh coffee to be available until last client appointment
3	All mess created when making coffee to be cleaned up immediately