

# Worksheet

## **The Edge Team Training**

Module 6 - Session 4

### Developing a Latte Habit

This is a technique from Starbucks. Your customer may be internal or external. Test this method by practicing on a customer.

#### **Scenario: An Unhappy Customer**

You're faced with a customer who is visibly upset. Use the LATTE method to handle the situation professionally.

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#### **L - LISTEN**

*Practice active listening. What are three things you should notice while listening?*

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

*Key Reminder: Most emotional energy dissipates when people feel heard.*

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#### **A - ACKNOWLEDGE**

*Write two examples of acknowledgment phrases that don't downplay the customer's feelings:*

- \_\_\_\_\_
- \_\_\_\_\_

*Remember: Restate their concern in their words without arguing about their perspective.*

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## **T - THANK**

*Complete this thank-you statement:*

"Thank you for bringing this to our attention because ..."

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## **T - TAKE Action**

*Write your action plan:*

- \_\_\_\_\_
  - \_\_\_\_\_
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## **E - EXPLAIN**

*Practice writing an explanation that reassures the customer:*

"To prevent this from happening again, we will:

- \_\_\_\_\_
  - \_\_\_\_\_
- 

## **Role Play Practice**

*With your trainer, practice the LATTE method using these scenarios:*

1. Customer received cold coffee
2. Customer waited 15 minutes for their order
3. Customer's mobile order was wrong

**OR: Create your own practice scenario from real examples in your own organization.**