



MIK Treatz Customer Congregation Management Policy

Policy Overview

At MIK Treatz Ltd., we strive to provide a welcoming and enjoyable environment for all our customers while maintaining respect for our neighbours and the surrounding community. To minimize disruptions and ensure the safety and comfort of everyone, this policy outlines the procedures for staff to advise customers against congregating outside the shop and on the nearby streets.

Purpose

The purpose of this policy is to manage customer behavior around our premises, particularly with regard to gathering in groups outside the shop or on nearby streets. This is to prevent potential disturbances, ensure smooth pedestrian traffic, and maintain good relationships with our neighbours.

Scope

This policy applies to all staff members at MIK Treatz Ltd., who are responsible for politely and effectively communicating with customers about the importance of not congregating outside the shop or on nearby streets, specifically Forest Gardens N17 and Bruce Grove N17.

Importance of Managing Congregation

Community Relations: Large groups of people congregating outside the shop can cause noise and disrupt the daily lives of local residents and businesses. We aim to be considerate neighbours by minimizing any potential disturbances.

Safety and Security: Congestion on the streets can pose safety risks, including obstruction of sidewalks, difficulty for emergency services, and potential altercations. Reducing congregation helps maintain a safe environment.

Business Image: A well-managed exterior reflects positively on MIK Treatz Ltd., showing that we care about our community and prioritize the well-being of both our customers and our neighbours.

Customer Communication Procedures

Proactive Communication:

Polite Reminders: When customers are placing orders or picking up their desserts, staff should politely remind them to avoid congregating outside the shop and on nearby streets. A simple message such as, "We kindly ask that you enjoy your treats without gathering outside to help us keep the area safe and pleasant for everyone," can be effective.

Signage: Clear and visible signs will be placed near the entrance of the shop, reminding customers to avoid gathering in groups outside the premises and encouraging them to keep the sidewalks clear.

Addressing Congregation:

Observing Groups: Staff should be attentive to groups of customers who begin to gather outside the shop. If a group forms, staff should approach them in a friendly manner and gently remind them of the policy.

Suggested Alternatives: Offer alternatives to customers, such as nearby parks or seating areas, where they can enjoy their desserts without causing disruption. For example, "If you'd like to stay and chat, there's a lovely park just a short walk away."

Handling Challenging Situations:

Polite Persistence: If customers are resistant to moving, staff should remain polite but persistent, reiterating the importance of not blocking the sidewalk or disturbing the neighbourhood.

Escalation: If a group refuses to comply or becomes disruptive, the situation should be escalated to the manager on duty. The manager may then decide whether further action is needed, such as contacting local authorities if necessary.

Staff Training:

Customer Service: Staff will receive training on how to communicate this policy effectively, ensuring they can handle conversations with customers calmly and courteously.

Conflict Resolution: Training will also cover techniques for de-escalating situations where customers may be reluctant to comply with the policy.

Responsibilities

Staff Members:

Proactively communicate with customers about the importance of not congregating outside the shop.

Address any instances of congregation politely and follow the procedures outlined in this policy.

Report any significant issues or repeated problems to the store manager.

Managers:

Support staff in enforcing this policy and provide guidance in challenging situations.

Monitor the effectiveness of the policy and suggest improvements if needed.

Maintain communication with local authorities or community representatives as necessary to ensure compliance with local regulations.

Community Relations

Maintaining positive relationships with our neighbours is a priority. This policy is designed to minimize any inconvenience to local residents and businesses. Feedback from the community is welcome, and we are committed to addressing any concerns that may arise.

Policy Review

This policy will be reviewed regularly to ensure it remains effective and appropriate for maintaining a safe, pleasant environment around MIK Treatz Ltd. Any updates will be communicated to all staff members promptly.

Thank you for helping us keep our community safe and comfortable for everyone.

MIK Treatz Ltd. Management