



**Wednesday, July 24 @ 6p-7:30p @ Presso Coffee Kitchen  
13011 NE Fourth Plain Blvd, Vancouver, WA 98682**

**Learn more:** <https://danrehr.com/events/coffee-talk-3-double-shot/>

Understand why your customers love your café.

Enhance customer service skills and abilities through empathy.

Learn how cafés operate in the market.

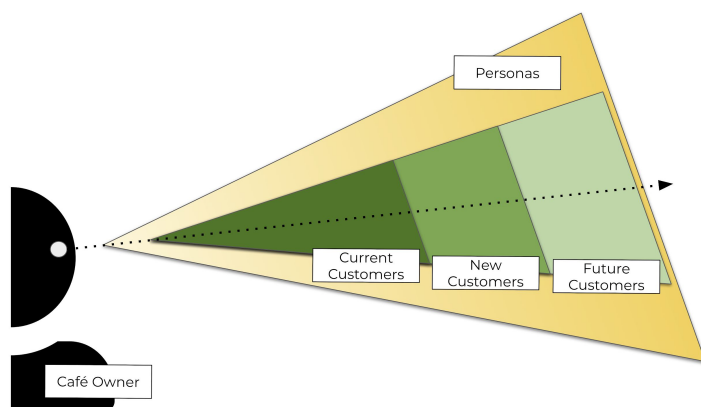
## You're Invited!

We're opening up this training and workshop to you. Coffee Talk events began in 2019 for local café owners to discuss strategy, the coffee market and collaboration.

## Learn & Do

We'll hear from experts in the fields of business strategy, marketing and product development, and take part in a design thinking exercise.

## Agenda



Customer personas and customer journey mapping are creative ways to understand the Customer. We'll learn how to become better customer service professionals through empathy. We'll also learn what a café means to our customers. You may be surprised!