

Mariner HS (WA) SBE Best Practice
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The Mariner High School "School Based Enterprise" is a picture of success. Not only is the SBE projected to make over \$100,000 in sales for the 2006-2007 school, but it is an integral part of the Marketing program at Mariner. This success can be attributed to many things, but the Blue Thunder Espresso's effective and efficient system of placing and filling orders is key. It is the goal of the School Based Enterprise to fill orders at the quickest pace possible. Below is an outline of the system we use.

Ordering Process

1. Customers enter the BTE and order at one of two tills
2. After being greeted by a BTE employee operating the till the customer then places an order
3. This order is reflected in the POS system
4. A receipt is printed with a unique invoice number and given to the customer
5. A duplicate receipt is printed and handed to a BTE employee to fill\
6. This duplicate receipt is placed on the microwave used to heat the food in the order
7. Once the order has been filled the invoice number is called over a PA system and the customer returns to retrieve their food
8. In order to receive their food the customer must present their original receipt with the matching invoice number

9. The two receipts are then stabbed and used for inventory control

The BTE's protocol of matching receipts enables the BTE to minimize spoils and errors in filling orders. Eliminating spoilage allows for the BTE to run as efficiently as possible. The POS system used also creates an easy and organized way to access information about inventory. This information assists the students in placing orders and track the popularity of different items. All of these components demonstrate the BTE's success.