



Q

Are you able to sell pre-ground coffee products in large volume?

A

We have had larger portion packs developed (11oz instead of 2.5oz frac packs) for larger catering kitchens.

Our facility currently does not have the ability to produce 5lb pre-ground coffee bags. I am speaking with our contingency roasters to see what they can do and will come back to you with what they say.



Q

Do you have canned cold brew coffee or cold brew kegs as part of your product offering portfolio?

A

They can be. We have a price agreed. The challenge around the cold brew cans is that they are cold chain supply only, as they are not an ambient product. So, this makes shipping tricky/expensive.

We're exploring alternate options with Foodbuy but we can certainly supply the east coast with these if need be.



Q

Concentrated coffee pods made for pump pots were shown by Change Please during the 2023 Envision Summit. Are they an available purchase offering yet?

A

This is still "coming soon". We have had the working prototypes in the EU and feedback has been great so far. We are working now to determine lead times for official implementation.



Q

Do you have any supporting information that further describes the concentrated coffee pods that are coming soon?

A

Awaiting developed materials from the UK Team

Once we have this we will be able to tell the sustainability and labor saving stories associated with this new product



Q

Do you have any mobile coffee carts either launched or planned to be launched in the US?

A

We have a few due to launch with the hospital in NYC in Q2.

We work with Zevv, a Compass partner on these.

The city of Charlotte is also looking to get a couple of these placed in the main street through Uptown.



Q

Do you have any merchandise/swag that you are selling in the US just yet?

A

Not just yet.

I have had some t-shirts created in the past which we can easily get reprinted if need be, or we can work on swag together dependent on what your properties need.



Q

Do you have a "cheat sheet" on the types of things our team members should be saying when serving and talking to guests about Change Please Coffee? Something like a quick "culture training" one-pager?

A

Not yet. But we can help to create something for those who would like it.



Q

Have you launched any Training Academy Cafés in the US yet?

A

We launched our first US Training Academy in Charlotte, NC - back in March.

Once we reach approx. 30K in sales within a specific market, that is typically when we are able to open a café within that particular city/ area (pending real estate costs)



Q

What are some of the US locations you are looking at for potentially opening up Training Academies?

A

The opening up Training Academy Cafés is completely dependent on who we partner with and the amount of coffee we can sell in a particular city or region. The more we sell within an area, the quicker we can build a Training Academy.

We have a new hospital coming on board in NYC as well as the Javits and Google in Q2 of this year. Additionally, we have been offered 300sqft of training space in Manhattan for free with another new client that is coming on board there. We should hopefully be able to start training in NYC in the fall of this year.

We are in conversations with a fund about building another Training Academy in Denver, Colorado. This is a larger buildout project so it will take more time, and we think it will open early next year.

We have a few opportunities in LA and a special project for San Francisco, but that's a couple of years down the line most likely

We're building a bit of a footprint in Florida (Miami/Orlando) with new business coming on from Canteen in this area.

Austin, Texas is on the horizon.

Lastly, Salt Lake City is looking like an opportunity for us.



Q

It looks like you work with local graffiti artists to create special designs for particular locations. Can you provide information about this?

A

A lot of the artwork we have is by Arlin Graff, a Brazilian street artist.

We have digital imagery of all of the artwork, as well as photos of their real life locations.

UNCC has used the digital designs to create full wall vinyl's and messaging using the stock artwork, which looks fantastic.



Q

If a property wanted a completely unique graffiti design created for their location, how would they go about pursuing this?

A

Should you be looking at something completely different/bespoke, (ie like we did at our training academy in Charlotte with a local street artist) then the best bet would be to schedule a call with our Change Please branding team to discuss the needs and requirements to make sure all parties are happy with the look/feel. Happy to arrange this as necessary.



Q

How would a property go about using the graffiti artwork for a unique installation or print at their location?

A

All the imagery of our street art is available in digital files and we're happy to work with the sites on what they would like to do, how much and how big etc.

Usually we request that a site provides us with images of the space, and accurate measurements of where they want to implement the graffiti art. We can then create a digital mock up of the space, with the proposed graffiti artwork to share with you for review and approval.

For UNCC, their internal team did the mock ups and sent them to us to review/approve, but our team can also help with this process. All we ask is that before going to print, we get sent a copy of the work, so we can ensure it is on brand and that the messaging and wording around our mission is accurate.

Metrographics and/or Visual Impressions are the print companies that Compass usually uses for printing these out. I believe there is a price agreed between Compass & them around costs etc. Change Please does not cover the cost for printing & installation.