



# The menu changed on Friday. Here is every store that confirmed it before Monday's open.

A named record of who acknowledged the price change and the allergen matrix, by store, on the phone in the barista's apron. The store that is not ready is visible on Sunday night, not at the counter on Monday.

## THE SITUATION

A fourteen-store coffee chain launches its fall menu with new prices and two new allergens on the line. The change goes out in a group chat and a printed sheet taped by the register. Three people had muted the chat; two stores opened on the summer board. On Wednesday a customer with a nut allergy asks whether the loaf contains tree nuts and the barista says no. The operations director has a chat screenshot and a photo of the sheet. The chain employs 320 people.

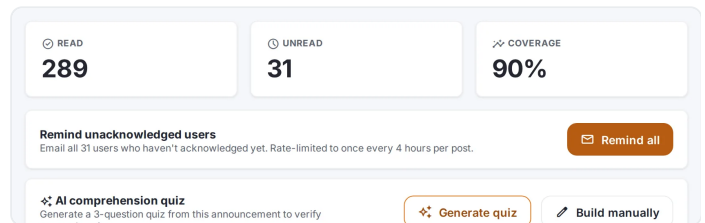
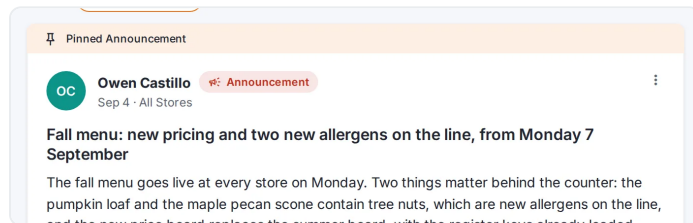
### TODAY

- One group chat, one sheet by the register.
- Three muted, two stores on the old board.
- The wrong answer at the counter.

### WITH THE RECORD

- One announcement, pinned in every store.
- 289 confirmed by name and store; 31 pending, reminded.
- The store that is not ready, visible on Sunday night.

## HOW IT WORKS



### 1. One launch sheet, pinned in every store, on every phone.

The operations manager publishes once. Baristas see it pinned on their own phone and confirm with one tap after the pre-shift huddle. The Sunday-night count tells the director which stores are ready for Monday.

### 2. By store, by name, with the time.

Denver stores 128 of 141. Boulder 82 of 90. One reminder to the 31 still pending, at most once every four hours, so the baristas who did their part are left alone.

Screens show Copper Kettle Coffee, a fictional organisation. Every name and figure is invented to show how the product behaves.

## WHAT YOU MUST EVIDENCE

### UNITED STATES · FOOD REGULATIONS ADOPTING THE FDA FOOD CODE, DUTIES OF THE PERSON IN CHARGE

*"Employees are properly trained in food safety, including food allergy awareness, as it relates to their assigned duties"*

Virginia Food Regulations 12VAC5-421-70, item 14, mirroring FDA Food Code 2-103.11

### SOUTH AFRICA · REGULATIONS GOVERNING GENERAL HYGIENE REQUIREMENTS FOR FOOD PREMISES

*"training programmes and records are kept and routinely updated, as applicable, and are made available to an inspector on request"*

Regulation 10(1)(d), R638 of 22 June 2018; trained food handlers under 10(1)(b)

### UNITED STATES · OSHA, HAZARD COMMUNICATION

*"Employers shall provide employees with effective information and training on hazardous chemicals in their work area at the time of their initial assignment, and whenever a new chemical hazard the employees have not previously been trained about is introduced into their work area."*

29 CFR 1910.1200(h)(1); the sanitiser and descaler behind the counter count

Cited as what an operator must be able to show. Kayden Connect does not certify compliance with any of them.

## WHAT CHANGES

| WHAT THE PRODUCT RECORDS                                                 | WHAT CHANGES                                                                 | WHY IT MATTERS, PER THE SOURCE                                                                                      |
|--------------------------------------------------------------------------|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <b>Acknowledgement on the launch sheet, counted against active users</b> | The director knows on Sunday night which stores are ready, by name           | Food Code 2-103.11 as adopted: employees "properly trained in food safety, including food allergy awareness"        |
| <b>Required reading with due dates</b>                                   | The allergen matrix is confirmed per barista, by date, with late marked late | R638 reg. 10(1)(d): training "records are kept and routinely updated ... made available to an inspector on request" |
| <b>Coverage by store</b>                                                 | The store that has not confirmed is visible before open, not at the counter  | BLS JOLTS 2025: 5.5% average monthly separations in accommodation and food services, against 3.3% overall           |
| <b>Anonymous store pulse by cluster</b>                                  | Leadership hears what the drive-thru said, not what was relayed              | Gallagher State of the Sector 2026: 70% of comms teams measure outputs, 16% measure outcomes                        |

No figure in this table is a Kayden Connect result. We are in invitation-based early access and publish no customer results.

## WHERE THIS USE CASE LANDS ON THE PLANS

| CAPABILITY                         | SPARK  | COMMAND | HQ       |
|------------------------------------|--------|---------|----------|
| Acknowledgement on a post          | Yes    | Yes     | Yes      |
| Announcement post type, pinned     | No     | Yes     | Yes      |
| Required reading with due date     | Yes    | Yes     | Yes      |
| Coverage by department and store   | No     | Yes     | Yes      |
| Pulse surveys with anonymous mode  | No     | Yes     | Yes      |
| Approval before publishing         | No     | No      | Yes      |
| Evidence pack and audit log export | No     | No      | Yes      |
| Analytics window                   | 7 days | 90 days | 365 days |

## PRICES, USD, PER USER PER MONTH

**\$4**

Spark · from 5 seats · monthly or annual (annual saves 20%)

**\$8**

Command · from 10 seats · monthly or annual (annual saves 20%)

**\$15**

HQ · from 25 seats · annual only, \$180 per user per year

Storage 25 / 100 / 100 GB. AI allowance included on every plan, with top-up packs. Every limit is stated on [kaydenconnect.com/pricing](https://kaydenconnect.com/pricing) before you buy. Customer data is stored and processed in Google Cloud europe-west1 (Belgium); no SOC 2 or ISO 27001, not currently in scope.

## WHAT IT DOES NOT DO

**It is not a POS or scheduling system.**

No prices, no registers, no rosters. It carries the launch sheet and the record of who confirmed it.

**It is not training.**

An acknowledgement confirms receipt. The huddle and the food handler course are the training.

**It does not certify compliance.**

It produces the record you evidence with.

Sources: <https://law.lis.virginia.gov/admincode/title12/agency5/chapter421/section70/> · [https://www.gov.za/sites/default/files/gcis\\_document/201806/41730gon638.pdf](https://www.gov.za/sites/default/files/gcis_document/201806/41730gon638.pdf) · <https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.1200>

Early access is by invitation.

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