

# COFFEE STANDS

## OTHER BUSINESSES

Operating under the Delta brand, the coffee kiosks have, over time, strengthened their positioning and re-nown as coffee specialists in the areas where they are implanted,

The year ended with 10 units, representing 18 points of contact with customers. No new units were opened, and attention was focused on maintaining the current stands and renovating the image of the stands that had suffered the most wear and tear.

In this regard, efforts this year were very focused on consolidating the business by investing in customer ser-

vice training for the operating team which, at the end of the year, totalled close to 90 employees. This team was certified in areas such as food safety, customer service, and other areas needed to properly carry out required tasks.

In recent years we have seen a recovery from the downturn brought about by the prohibition of smoking in closed areas, as more customers have been attracted to this format by the diversification of the product line, increased options for customers, and small menus that successfully complement the overall offering.

