

The techniques of management used by Abdullah to solve the problem of attracting customers to the coffee shop can be identified as follows: Process improvement: Abdullah identified and eliminated unnecessary obstacles in the process of ordering and serving coffee, which resulted in reducing the waiting time for the customers. This is an example of process improvement, which involves streamlining and optimizing the flow of activities in an organization to reduce waste and improve efficiency. Customer focus: Abdullah focused on understanding the needs and preferences of the customers by taking feedback from them. He then adapted his strategies to meet those needs, such as introducing a standard time for ordering and reducing the availability of less popular flavors. This is an example of customer focus, which involves identifying and meeting the needs and expectations of customers to build customer satisfaction and loyalty. Continuous improvement: Abdullah did not stop after implementing the first set of changes. He continuously monitored and improved the process, such as by setting a standard time for ordering and making sure that the baristas were following it. This is an example of continuous improvement, which involves making small, incremental changes to a process over time to achieve significant improvements in efficiency and quality. Teamwork: Abdullah worked with the baristas to implement the changes in the process. He trained them on the new process and made sure that they were following it correctly. This is an example of teamwork, which involves working with a team to achieve a common goal. Problem-solving: Abdullah identified the problem of long waiting times and took action to solve it. He analyzed the cause of the problem, identified the necessary changes to be made, and implemented those changes. This is an example of problem-solving, which involves identifying and solving problems to achieve a desired outcome. Final answer: Overall, Abdullah used a combination of process improvement, customer focus, continuous improvement, teamwork, and problem-solving techniques to solve the problem of attracting customers to the coffee shop. These techniques are .important for managing any organization and can help to achieve success and growth