

## ~FREQUENTLY ASKED QUESTIONS~

*Raven's Brew Coffee has a friendly and knowledgeable staff available for all of your questions via email or phone, during regular business hours. Please do not hesitate to contact us with more specific inquiries than the ones listed below. Our Customer Service Team will connect you with the best person to answer your questions and fill your needs.*

### ~OUR SERVICE~

#### **What are your locations and hours of operation?**

- ❖ **Customer Service** assists all Raven's Brew customers
  - ◇ Hours: Monday – Friday, 8:00-5:00 PST
  - Phone: 800-91 RAVEN (72836)
  - Email: [Sip@RavensBrew.com](mailto:Sip@RavensBrew.com)
- ❖ We have two roasting and order fulfillment facilities:
  - ◇ **Ketchikan, AK** – servicing Alaska
    - Hours: Monday – Friday, 8:00-3:00 AKT
  - ◇ **Tumwater, WA** – servicing Lower 48, Hawaii and Canada
    - Hours: Monday – Friday, 8:00-3:00

#### **Who do I call to discuss an account?**

- ❖ Please contact our *Customer Service Team* and ask to speak with our Sales Manager.

#### **Who do I call to place my orders?**

- ❖ *Customer Service*
  - Phone: 800-91 RAVEN (72836)
  - Email: [Sip@RavensBrew.com](mailto:Sip@RavensBrew.com)

#### **My business keeps me so busy that I sometimes forget to order products with enough lead time. Can you call *me* to take my order?**

- ❖ Yes! We would love to add you to our contact list! Contact our *Customer Service Team* to discuss the best day/time/frequency for us to call you.

#### **When will my order ship?**

- ❖ We ship all orders within two business days.  
Please ask for an expected ship date at the time of your order to ensure clear expectations of the estimated arrival date.

#### **What shipping methods do you use? When should I expect my order?**

- ❖ FedEx Ground takes 3 – 5 business day

#### **How can I have my order tracked?**

- ❖ *Customer Service* can track your orders and arrange to have all tracking information emailed to you directly.

**Who should I contact for questions or changes on my account?**

- ❖ Customer Service: 800-91RAVEN

**Can I use your images for my business?**

- ❖ Our branding is one thing that sets us apart from all other specialty coffee roasters, and we want you to take advantage of that when marketing your own business! Contact our *Customer Service Team* with your artwork request.

**~OUR PRODUCTS~**

**Where can I find a list of all the products available to me wholesale?**

- ❖ Refer to the most currently provided “Raven’s Brew Coffee Wholesale Price List”
  - ◇ Not all items on our website are available wholesale, so if you have additional questions please call *Customer Service*.

**Where do your beans come from?**

- ❖ We focus our green coffee buying efforts on coffees from all the major coffee producing regions. We seek out coffees that are exceptional in quality and we develop ongoing relationships with coffee importers committed to improving the lives of the coffee producers they work with.

**Do you offer Certified Organic Coffee?**

- ❖ Yes! Each roasting facility is a USDA inspected and certified organic roasting facility. Refer to your copy of “Raven’s Brew Coffee Wholesale Price List” for a current list of our 100% USDA Certified Organic Coffees.

**Can you grind my coffee?**

- ❖ Yes! We offer three grinds for our bulk and retail packaging:
  - ◇ Auto Drip Grind
  - ◇ Espresso Grind
  - ◇ French Press Grind

*There is a \$0.30 fee per unit for grinding all retail products; no grinding fee for bulk bags.*

**Which coffee should I use for my espresso blend?**

- ❖ Although any coffee can be used for brewing espresso, Raven’s Brew customers have the highest success when using the following:
  - ◇ Café Signature Blend – Optimized for espresso
  - ◇ Deadman’s Reach – Organic and Conventional
  - ◇ Three Peckered Billy Goat – Organic and Conventional
  - ◇ House Blend – Organic and Conventional
  - ◇ Resurrection Blend

*For more tips on which coffees to use for your coffee service, please refer to the PDF “Raven’s Brew Coffee Descriptions”. Our Master Roaster is available to discuss our different options, and how they might fit your needs.*

**What are your most popular coffees?**

- ❖ For an updated list of our most popular coffees please contact our *Customer Service Team*. Popularity varies based on where you are located and what kind of business you operate.

**What are your storage recommendations for coffee?**

- ❖ First and foremost you should only order what you can use within a week of package opening.
- ❖ *Basic storage rules:*
  - i. Unopened bag or airtight container
  - ii. Cool and dark place
  - iii. Freeze (never refrigerate) any portion that will not be used within a week
  - iv. Bring frozen beans to room temperature before use
  - v. Never refreeze
- ❖ For more complete storage information, please visit our website:  
<http://www.ravensbrew.com/NewFiles/roast/storage.html>

**What is the best way to brew Raven’s Brew Coffee?**

- ❖ Our Master Roaster is available to discuss specific brewing considerations for each of our blends. *Please contact our Customer Service Team.*

**What Point of Sale (POS) support can you provide?**

- ❖ We have a number of POS materials available to support the building of our brand recognition at your location – banners, posters, signage, etc. We also have the ability to work directly with you to customize something for your business. For a current list of materials provided or custom requests, please contact our Customer Service Team.

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