

Shop Owner Tips

shopownertips.com

Business visited: The Corner Bakery

Address: 482 Maple Street, Springfield, IL 62704

Visited: June 24, 2026, 11:15 AM

Visit report

What the business does well

- The counter staff greeted me within ten seconds of walking in and made eye contact right away.
- Pastries were clearly labeled with names and prices, so I never had to ask what something was.
- My coffee order was repeated back to me before I paid, which caught a mistake before it happened.

What the business lacks

- There was no visible way to leave feedback in-store — no card, no QR code, nothing on the receipt.
- The register line moved slowly during a small rush; only one person was working the counter.
- No one mentioned the loyalty program, even though a sign for it was posted by the door.

Recommendations

- Add a small QR code on receipts linking to a one-question Google review prompt.
- Train staff to mention the loyalty program at checkout, not just display a sign for it.
- Have a second staff member ready to jump on the register during known busy windows (weekday mornings).