






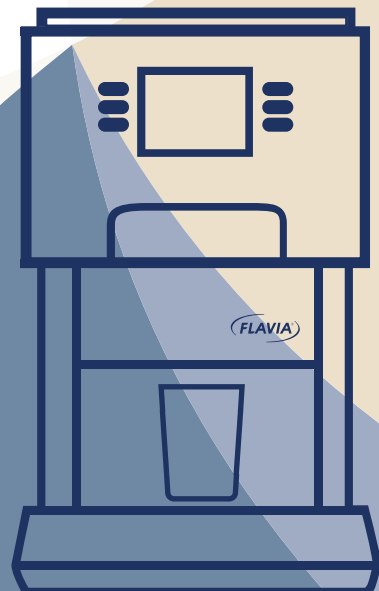
Kettle vs Vending

Touchpoints

LAVAZZA
PROFESSIONAL

- 1 Pick up the kettle**
Multi-human contact 
- 2 Turn on the tap to fill the kettle, turn the tap off**
Multi-human contact 
- 3 Open the cupboard to select a mug, close the cupboard**
Single-human contact 
- 4 Open the draw to get a spoon, close the draw**
Multi-human contact 
- 5 Open the coffee jar to add to mug, close the jar**
Multi-human contact 
- 6 Open the sugar jar, add to mug, close the jar**
Multi-human contact 
- 7 Open the fridge, grab the milk, close the fridge**
Multi-human contact 
- 8 Pick up the kettle, pour the water, put down the kettle**
Multi-human contact 
- 9 Unscrew the milk lid, pour the milk, open the fridge, close the fridge**
Multi-human contact 
- 10 Use the spoon to stir the drink, pick up the mug, enjoy!**
Multi-human contact 

- 1 Payment if cash required (optional and removed if cashless)**
Single-human contact
 - 2 Select your drink of choice (two-touch operation)**
Multi-human contact
- | | |
|---------------|------------|
| Coffee | Tea |
| Hot Chocolate | Speciality |
- 3 Insert your Freshpack™**
Single-human contact 
 - 4 Close the pack door**
Multi-human contact
 - 5 Enjoy your drink!**
Single-human contact



FLAVIA