

OPENING

You pull into a parking spot in front of the coffee shop, Espresso Crunch, where you work, when your cell phone rings. It's the coffee shop owner, and your new boss.

"Thanks again for taking over at such short notice. The old manager seemed pretty disgruntled when I let him go. I hope you can figure out how his system worked."

You reassure him it won't be a problem. You've dealt with complex situations before. But he continues.

"Well, you'd better work fast. I just got word that Arthur Codswallop, reviewer from the Upper Codswallop News, is coming by today. A good review will do wonders for the shop! Whatever you can do to make him happy would be great! Good luck!" He hangs up before you can ask any more.

You go through the front door of the shop. The front half is taken up with tables and chairs. There are a few patrons here already, including one sitting at the big booth by the fireplace. A short hallway leads off of the public space.

You walk over to the back where the counter is. A customer stands in front of it. She's pointing at the baked goods in the display case. Behind the counter, standing by the cash register is a girl with a name tag reading "Hello, I'm Zira".

You move behind the counter. The food preparation area has all the things you expect, but a few things in particular catch your eye. There is a combination refrigerator and pantry. There is also a super-fancy espresso maker. Above it on the wall is a drinks menu.

Enough dawdling. Arthur Codswallop could be here any minute, and you don't want to disappoint him.

FRONT DOOR

The door has the name of the shop and the hours on it. Nothing weird about that. There's a small gold bell hanging over the door. That's odd; you don't remember hearing it when you came in.

The bell: You push the door, but the bell doesn't make a sound. You look inside it. Huh, it's actually an electronic bell. It must be wired into the door somehow. The battery component is open and currently empty. It looks like it takes a AAA.

Putting the battery into the bell: You put the battery in and close the compartment. You push the door, and the bell plays a series of tones [play audio - Link C]

FIREPLACE BOOTH:

A teenager sits at the table, intently browsing the web on their laptop. They have clearly finished their coffee; why are they still here?

Talking to teenager: You ask the teenager how long they plan to stay. They look up for a moment. "I don't know; the wi-fi here is so much better than I have at home. I may never go!". Great; you don't want to just kick a customer out. You'll need to find some way to get them to leave.

After teenager leaves by turning off router: At least they're gone. It would have been nice for them to clean up their trash. As you take away their tray, you notice a glint of silver stuck in the cushions. You reach down and find a small key.

HALLWAY

The hallway leads to the bathroom and a door marked Employees Only. On the wall between the two rooms is a notice board with a few flyers on it.

NOTICE BOARD

[Share image - Link A]

BATHROOM

Yikes, this bathroom is a mess. Dirt and grime everywhere. You'll need some powerful cleaning materials to get this taken care of.

Using cleaning supplies from the closet: With Zira's help, you get the bathroom looking spic and span in no time. As Zira is scrubbing behind the toilet, she frowns and says "There's something back here". She pulls something out, cleans it off with a cloth, and hands it to you. It's a clipping from a newspaper. [Share article - Link E]

STORE ROOM

The door is locked. There's a keypad with digits next to the lock.

Entering 729 (from notice board puzzle) on the lock: You hear a click. The door opens to find a fairly full storeroom. Among the supplies, you see a collection of cleaning supplies, a bin marked

Lost and Found, a filing cabinet, an old CD player, and a laptop. On top of the filing cabinet is a fancy-looking router.

Cleaning supplies: There's a mop, bucket, industrial strength cleanser. Anything you'd need to clean up some serious dirt.

Lost and Found: All sorts of miscellaneous junk that customers have left behind.

If they ask for details: ask if they are looking for something specific. If not, nothing immediately strikes your interest. Improvise if they ask for things that aren't glasses.

Looking for glasses: Yes, you do find a pair of glasses in the bin.

FILING CABINET: The filing cabinet is locked. It looks like you need a key to open it.

Unlocking the cabinet with the key from the Fireplace Booth: You open the drawers of the cabinet. Inside is a case with 11 CDs. Each one has a label on it.

[Show CD Labels document - Link G]

LAPTOP

You turn on the machine. It boots up. The screen asks for a password. A hint says the password is 11 letters

Enter PERCOLATING: The screen clears to show a Recipe Search screen. The search key appears to be...price? What kind of system is that?

Using \$7.15: The screen shows a recipe for how to make a Swirling Sunset Surprise. Zira comes over. "You collect the ingredients; I'll measure them out and start the machine!" You look at the list. These instructions are more complicated than you expected. Or at this point, maybe they're not.

[share recipe - Link D]

Router: The sophisticated-looking device has a touchscreen control. You tap it. It has controls to see the wi-fi strength and the IP addresses of who has been using the Internet. One address appears many more times in the list than anyone else. You tap it, and a message appears: "Block this address? Enter pattern to verify" A 3x3 grid of blank squares is below it. Under that is the phrase "Hint: Loser's Squares."

Tapping squares 1,3,4,9 : You see the phrase "Address temporarily blocked". From the main area, you hear a startled cry followed by some muted grumbling and the sound of someone moving.

Trying to unplug the router: There's no obvious power-off switch, and the cord to an outlet stretches behind some very heavy boxes. Pulling on the cord itself doesn't seem to move it/

CD PLAYER:

With all the other sophisticated electronics, you're surprised this place has an outdated piece of equipment like this. The machine appears to be connected to the shop's speaker system. It has the usual controls (play, rewind, change track, loop, etc.) There's no CD in it at the moment. [Put Reggae CD in:] You put that CD in and set it to loop. From the main area of the store, you hear a Bob Marley song. Catchy!

COUNTER

Customer: She smiles brightly as you approach. "Hello! You must be new here. I'm Sadie Smith; I've been coming to this shop for years. Zira here is always so friendly. I'd love to get one of your tasty apple muffins. But she says the case is stuck. Can you get it open?" She seems nice enough, but you'll need to serve her before Arthur Codswallop gets here; you don't want to keep him waiting.

Cash Register: This looks more like a touch-screen computer than a traditional register. Among all the buttons on the display is one that says "Scan face to open". You push the button, and the display shows "Face not recognized". I guess your boss hadn't uploaded your picture into the system yet.

[Ask Zira to scan without glasses:] She pushes the button, and the display again shows "Face not recognized". She frowns, "This usually works fine for me; I'm not sure what's going on"

[Ask Zira to scan with glasses on:] You hear a click and the till pops open. Inside, among the bills and coins, you find a small AAA battery.

Zira

Zira is wearing the uniform of a shop employee. She blinks at you with red, watery eyes and says, "I'm so glad you're here. The old manager had all sorts of crazy systems. Hopefully you can figure them out. I was always confused!"

[Ask about her eyes:] "Sorry, I had to put my contacts in today. I don't usually wear them, but I have no idea what I did with my glasses."

Baked Goods Case

The case contains nine different types of tasty desserts. It's hard to tell exactly what they are, because the index cards that describe what they are have all fallen face down.

[Opening the case:] You try to pull the lever on the back of the case. You can move it up or down, but you can't pull it open. Zira says that the old manager was able to jiggle the lever in some way to get it open. Unfortunately, she doesn't remember how to do it.

[Moving the lever in the bell sequence UDUDDUDD]: The case opens! While you set the index cards back up, Zira gets a plate, puts an apple muffin on it, and hands it to Mrs. Smith. "Thank you so much!" She fishes \$2 out of her pocket, and hands it to Zira. She opens the register and hands Ms. Smith her change. "Thanks again! Have a great day!" She heads out the door.

(Share Link B)

Menu Board: (Share image - Link F)

BACK AREA

Refrigerator/pantry: You open both doors and survey the ingredients inside. [share link H]

Espresso Machine: Yet another fancy piece of technology in this place. You can pour various liquids into the top. The right side has a pouring spout. At the very bottom is a button labeled "Start".

[Making the drink by collecting milk, banana, cocoa, apricot, salt, coffee beans, vanilla :] While you pour the ingredients into the top of the machine, Zira sets the switches and dials and fetches a cup to place under the spout. As you do, you hear the bell ring. You look up. It's Arthur Codswallop! He appears to notice the music and smiles. Quickly you hit the Start button on the espresso machine. Codswallop comes up to the front and says "May I have a Swirling Sunset Surprise, please?" No sooner has he finished the question than you place the cup in front of him. Impressed, he raises his eyebrows. He looks around, and his eyes light up as he looks at the booth by the fireplace. He takes a seat and has a sip of his latte. "Hits the spot!" He pulls out a notebook and starts taking notes. In next week's paper, there's a glowing review of the shop. Congratulations!