

## VITAL STATISTICS:

NAME: JOSEPH COMPETENTE

AGE: 24

NATIONALITY: FILIPINO AND PROUD TO BE

JOB TITLE: CHIEF SUPERVISOR

STAFF SPOTLIGHT...  
AT COLD STONE  
CREAMERYHOW LONG HAVE YOU BEEN  
WORKING AT COLD STONE  
CREAMERY?

Since it opened, I'm one of the first people to have joined this branch about a year ago.

HOW DO YOU MAKE THE CUSTOMER  
FEEL SPECIAL?

What we do here is very special. It's like the 'extra special', if you know what I mean. We juggle ice cream, we throw it up in the air, we also sing, which I really love. The product taste along with entertainment is how we make the customer feel special.

## WHAT'S THE BEST PART OF YOUR JOB?

Seeing customer satisfaction, smiling, singing and everything we do. The customers sing as well, especially the regulars.

## WHAT DO YOU SING?

We are, we are Cold Stone. It's like 'we will, we will rock you' by Queen, but we changed the lyrics. They do that in America as well.

WHAT'S YOUR FAVOURITE  
ICE CREAM?

My favourite ice cream is chocolate. I'm a big

chocolate fan. Then, I put peanut butter on it and some chocolate sauce. It's perfect because I love peanut butter combined with chocolate.

## WHAT'S THE BEST-SELLING FLAVOUR?

There's no doubt about it, it's chocolate. Most of the customers like chocolate. Especially the signature creation we have, that's what they want to try. The chocolate devotion, it's one of the best-selling. Actually it's the number one selling ice cream here. It's chocolate ice cream with chocolate chips, brownie and fudge. As the name suggests, it's for those devoted to chocolate.

HOW OFTEN DO YOU HAVE  
NEW FLAVOURS?

We have new flavours quarterly. Like last quarter we had the green apple gummy bear. Most of the kids love it. And this quarter we're launching chocolate with hazelnut and I'm sure it's going to be popular.

DO PEOPLE BUY ICE CREAM  
FOR BREAKFAST?

We have some customers as early as 10am, when we open. Some people come more than once a day too.

## WHEN'S YOUR BUSIEST TIME?

The busiest day is obviously Friday. We get a queue from 2pm until we close.

WHAT'S THE STRANGEST ICE CREAM  
REQUEST YOU'VE HAD?

As far as I remember, it was a few months ago when I was asked for the biggest ice cream with all the toppings on. I said to the customer 'How am I going to put it all on?' The customer said 'Just have a go'. Fruits, nuts, chocolate, chocolate sauce, he wanted everything. So I told him 'I don't know how it's going to taste', but he said 'Fine, no problem, I'll take the risk!' Then afterwards, when he'd finished it, he asked 'What's your name?' I said Joseph and he said 'You're the man!'

## HAVE ANY CELEBRITIES BEEN IN?

Sometimes we get famous Bollywood stars that come in. \*

*Cold Stone Creamery (04 232 9237) is located on the ground floor on Festival Square. Shop A31. Open Sun-Wed 10am-10.30pm, Thu-Sat 10am-12 midnight. If you've been impressed by the service of any of the staff in the mall, email us at [yahala@theentertainerme.com](mailto:yahala@theentertainerme.com)*