

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 'x
factor', 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?

Bringing 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*