

## The Challenges of Getting a Good Cup of Coffee: The WAWA Door Dance

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So it's time for a cup of coffee, and you bounce out of the car in the WAWA parking lot, and head for the door. That's when the dance begins.

As you near the double door, you likely spot others heading there too, and the calculations begin. Who will get there first? Is it one person, a speeder or a shuffler, or a parent with kids lagging behind? Somebody staring at their phone, oblivious to what's going on around? A person who may need help? Somebody you instinctively feel you would not want to meet in an alley on a dark night? Smiling or frowning? Do you speed up or slow down? What to do if you both grab a handle at the same time?

And if you hold the door for the person or their entourage, what happens at the inner set of doors? Will they reciprocate by holding the door for you, ignore you, thank you, or stop in their tracks because somebody else is coming out?



If the other person held the door for you, do you pause and hold the inner door for them, even if they are lagging, and others are behind in the queue? Do you start to feel like a permanent door holding device?

Exiting the building, same calculations, except there may be people behind or ahead of you who are balancing coffee and snacks, or leading a youngster? What's the right, the polite, the efficient thing to do? How to handle the character who barges in the left-hand door instead of the right, or who decides to hold the door for somebody out of sight, or changes their mind and veers back in to grab another donut? How to navigate around the WAWA worker who's performing the thankless task of keeping the door windows and floor clean?

In those split seconds, all of the expressed and latent calculations of humanity and civility come into play. Fortunately, most of the time, the dance is performed to mutual satisfaction, and you head back to the car with a good cup of coffee in hand, and a smile on your face. ■

