

Tab 1



BRAND STANDARD GUIDELINES

COFFEE

ESPRESSO - SINGLE & DOUBLE

Strong black coffee made by forcing steam through ground coffee beans. 80% of the best Arabica from Latin America, and 20% of the best washed Indian Robusta. Full-flavoured, concentrated form of coffee that is served in 'shots'.

HOW DOES IT LOOK?



HOW DO YOU MAKE IT?

- Remove the portafilter from the shower head
- Flash the shower head. Do so by pressing the flush button. This passage is very important
- Knock out the old coffee and wipe the basket with a dry towel.
- Dose the freshly ground coffee.
- Level the ground coffee in the basket.
- Tamp the ground coffee.
- Wipe clean the portafilter flaps and spouts.
- Lock the portafilter in the grouphead.
- Extract the coffee immediately.
- Time shot.
- Immediate serving.

TIPS & TRICKS

Only use cups that are kept dry and hot on top of the coffee machine, it won't cool down espresso as quickly as a cold cup would.

If several coffees are made with the same order, espresso should be made last as it cannot stay as long as other coffees.

Ideally it should be served within the first 10 seconds after brewing is completed.

If espresso grind and extraction time is not in a range, remake coffee, adjust grinder if needed until it comes out within range.

UPSELLING

In order to upsell this product, ask the customer if they'd like to have an extra shot, milk or whipping cream.

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MACCHIATO - SINGLE

& DOUBLE

Macchiato, sometimes called espresso with a small amount of milk, usually foamed. In Italian, macchiato means "stained" or "spotted", so the literal translation of caffè macchiato is "stained coffee" or "marked coffee"

HOW DOES IT LOOK?



HOW DO YOU MAKE IT?

Follow the single espresso preparation steps straight into the **2oz espresso cup** for the **single** and **8oz cup** for the **double**. While the espresso is brewing:

- Fill the milk jug up to the bottom of the spout.
- Place the steam wand just below the surface of the milk and turn the steam on fully.
- **Stretch the milk:** Keep the wand just below the surface and move to increase the volume of milk. You will need to slowly move the jug down as the milk takes in more air. Allow the milk to almost gain another third in volume.
- Stop when the temperature reaches 65oC (140oF).
- Tap the jug on a hard surface to disperse the larger bubbles in the foam, and swirl until the milk turns shiny.
- **Pouring:** Tilt your cup so the espresso reaches the edge and pour carefully directly into the cup. You can also use the tea spoon to add 1 spoon of foam from the jug directly into the cup.

TIPS & TRICKS

Do not fill the cup with milk unless specifically asked by the customer. You can always add more, but not remove.

Using the smallest jug you have as making milk for macchiato will always mean waste of milk as you'll use only the foam from the top.

UPSELLING

In order to upsell this product, ask the customer if they'd like to have an extra shot!

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FLAT WHITE

A flat white is a coffee drink consisting of espresso with microfoam (steamed milk with small, fine bubbles and a glossy or velvety consistency). It is comparable to a latte, but smaller in volume and with less microfoam, therefore having a higher proportion of coffee to milk, and milk that is more velvety in consistency – allowing the espresso to dominate the flavour, while being supported by the milk.

HOW DOES IT LOOK?



HOW DO YOU MAKE IT?

Follow double espresso preparation steps in an 8oz cup. While the espresso is brewing:

- Fill the milk jug up to the bottom of the spout.
- Place the steam wand just below the surface of the milk and turn the steam on fully.
- **Stretch the milk:** Keep the wand just below the surface and move to increase the volume of milk. Be careful not to incorporate too much air.
- After approximately 3 seconds, move the wand deeper into the jug (about halfway) and slightly to the side to create a whirlpool effect. This incorporates the foamed milk with the steamed milk. When the temperature reaches 65°C (140°F), it's ready.
- **Polish the milk:** Next, you will need to remove the air bubbles so tap the jug on a hard surface to disperse them. Swirl the jug until the milk turns shiny.
- **Pouring:** Start pouring from the spout slowly at a height of 2 inches and lower your jug as you reach the second half of the cup.

TIPS & TRICKS

If a customer asks for cortado, it will be 3/4 milk filled flat white.

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LATTE - REGULAR

& LARGE

A latte or caffè latte is a milk coffee that boasts a silky layer of foam as a real highlight to the drink. A true latte will be made up of espresso, steamed milk and a final, thin layer of frothed milk on top. These elements combined result in a balanced milky coffee that possesses an aesthetically pleasing look and a smooth texture.

HOW DOES IT LOOK?



HOW DO YOU MAKE IT?

Follow single espresso preparation steps in an **8oz cup** for the **single** and **12oz cup** for the **double**. While the espresso is brewing:

- Fill the milk jug up to the bottom of the spout.

- Place the steam wand just below the surface of the milk and turn the steam on fully.
- **Stretch the milk:** Keep the wand just below the surface and move to increase the volume of milk. Be careful not to incorporate too much air.
- After approximately 3 seconds, move the wand deeper into the jug (about halfway) and slightly to the side to create a whirlpool effect. This incorporates the foamed milk with the steamed milk. When the temperature reaches 65oC (140oF), it's ready.
- **Polish the milk:** Next, you will need to remove the air bubbles so tap the jug on a hard surface to disperse them. Swirl the jug until the milk turns shiny.
- **Pouring:** Start pouring from the spout slowly at a height of 2 inches and lower your jug as you reach the second half of the cup.

TIPS & TRICKS

My milk is screaming! What am I doing wrong? The steam wand is positioned too deep in the jug and unable to create foam. Move your wand closer to the milk surface.

Frothing the milk takes too long and the texture is just not right? Not enough pressure in the steam arm. Make sure that the steam is fully turned on when frothing and that all the holes are clear from blockages. To prevent clogging up, remember to wipe and purge the steam wand before and after every use.

If a customer's order contains syrup, add 2 pumps of syrup before brewing espresso into the cup.

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CAPPUCCINO -

A cappuccino is the perfect balance of coffee is all about the structure and the thirds.

An expertly made cappuccino should be rich, but not acidic and have a mildly sweet flavouring from the milk. And, because the milk is not actually mixed in it gives the espresso a stronger flavour.



REGULAR & LARGE

espresso, steamed milk and foam. This even splitting of all elements into equal

HOW DOES IT LOOK?



HOW DO YOU MAKE IT?

Follow single espresso preparation steps in an **8oz cup for the *single*** and **12oz cup for the *double***. While the espresso is brewing:

- Fill the milk jug up to the bottom of the spout.
- Place the steam wand just below the surface of the milk and turn the steam on fully.
- **Stretch the milk:** Keep the wand just below the surface and move to increase the volume of milk. You will need to slowly move the jug down as the milk takes in more air. Allow the milk to almost gain another third in volume.
- Stop when the temperature reaches 65oC (140oF).
- Tap the jug on a hard surface to disperse the larger bubbles in the foam, and swirl until the milk turns shiny.

- **Pouring:** Tilt your cup so the espresso reaches the edge and pour carefully directly into the cup.
- Dust some chocolate powder as a standard. and serve with a smile always together with a spoon and saucer.

TIPS & TRICKS

Always ask if customer would like chocolate powder on top, some love it, some not so it's always better to ask first. If anyone asks for a dry or extra dry cappuccino, be prepared to use a bigger jug in order to create more foam.

Too many big air bubbles? The tip of the steam wand is placed too high when frothing and incorporating too much air. Try moving your wand just below the milk surface.

If customers order contains syrup, add 2 pumps of syrup before brewing espresso into the cup.

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AMERICANO -

REGULAR & LARGE

An americano is quite simply just hot water and espresso.

HOW DOES IT LOOK?



HOW DO YOU MAKE IT?

- **SINGLE**
 - Fill the 8oz cup with hot water leaving a minimum of 2cm space to the top.
 - Follow the single espresso preparation steps straight into the 8oz cup with hot water.
 - Serve with a saucer and a spoon.
- **DOUBLE**
 - Fill the 12oz cup with hot water leaving a minimum of 2cm space to the top.
 - Follow double espresso preparation steps straight into the 12oz cup with hot water.
 - If the 12oz cup doesn't fit directly under the portafilter to brew espresso directly, brew espresso in a separate cup first and then you can pour it over into the cup with hot water.
 - Serve with a saucer and a spoon.

TIPS & TRICKS

If more water is needed to be added, pour it from the metal jug rather than straight from the water fountain. Always leave room on the top of the cup to minimise the possibility of burning yourself or a customer.

Hot drinks with steamed milk have a protective milk foam that protects from spilling, also the temperature is lower unlike hot water based drinks like americano.

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MOCHA

Summer season version of hot chocolate mixed with espresso.

HOW DOES IT LOOK?



HOW DO YOU MAKE IT?

Follow single espresso preparation steps in an **8oz cup**.

- Add 2 spoons of chocolate powder and mix it together.
- Fill the milk jug up to the bottom of the spout.
- Place the steam wand just below the surface of the milk and turn the steam on fully.
- **Stretch the milk:** Keep the wand just below the surface and move to increase the volume of milk. Be careful not to incorporate too much air.
- After approximately 3 seconds, move the wand deeper into the jug (about halfway) and slightly to the side to create a whirlpool effect. This incorporates the foamed milk with the steamed milk. When the temperature reaches 65oC (140oF), it's ready.
- **Polish the milk:** Next, you will need to remove the air bubbles so tap the jug on a hard surface to disperse them. Swirl the jug until the milk turns shiny.
- **Pouring:** Start pouring from the spout slowly at a height of 2 inches and lower your jug as you reach the second half of the cup.

TIPS & TRICKS

If sold with whipping cream, fill the cup to a maximum of 3/4 with milk as seconds after adding whipping cream the chocolate will start rising.

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POWDER HOT CHOCOLATE - REGULAR & LARGE

Summer season version of hot chocolate. In other words, it can be called "british hot chocolate" Upsell with whipping cream.

HOW DOES IT LOOK?



HOW DO YOU MAKE IT?

- Add 2oz of water into an 8oz cup.
- Add 2 spoons of chocolate powder and mix it together.
- Fill the milk jug up to the bottom of the spout.
- Place the steam wand just below the surface of the milk and turn the steam on fully.
- Stretch the milk: Keep the wand just below the surface and move to increase the volume of milk. Be careful not to incorporate too much air.
- After approximately 3 seconds, move the wand deeper into the jug (about halfway) and slightly to the side to create a whirlpool effect. This incorporates the foamed milk with the steamed milk. When the temperature reaches 65°C (140°F), it's ready.
- Polish the milk: Next, you will need to remove the air bubbles so tap the jug on a hard surface to disperse them. Swirl the jug until the milk turns shiny.
- Pouring: Start pouring from the spout slowly at a height of 2 inches and lower your jug as you reach the second half of the cup.

TIPS & TRICKS

If sold with whipping cream, fill the as seconds after adding whipping

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SEE THE PREP VIDEO

AFFOGATO

An affogato, more traditionally known as "affogato al caffè" (Italian for "drowned in coffee"), is an Italian coffee-based dessert. It usually takes the form of a scoop of Buontalenti gelato with a shot of hot espresso.

HOW DOES IT LOOK?



HOW DO YOU MAKE IT?

- Add 1 scoop of Buontalenti using the scoop (70g) in the 8oz cup.
- Follow the double espresso preparation steps and add it into the 8oz cup on top of gelato and serve. (Do it in front of the customer, it will look amazing!)

TIPS & TRICKS

Always use a cold cup or cool it down before adding gelato in. It is advised to do so, so that the gelato doesn't start melting before you pour the espresso in the cup.

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WHIPPED COFFEE

In Italian "Espresso con panna" is a single espresso shot topped with whipping cream. It's an irresistible drink: the perfect meld of rich whipped cream and bitter coffee.

HOW DOES IT LOOK?



HOW DO YOU MAKE IT?

- Follow single espresso preparation steps straight into the 2oz espresso cup.
- Spray some whipping cream on top and serve.

TIPS & TRICKS

Don't add too much whipping cream as the coffee will start rising quickly after adding whipping cream.

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CHAI LATTE

Similar to a latte made with coffee, a Chai Latte is made with Chai syrup and steamed milk.

The Chai latte features an extraordinary balance and harmony between milk and spices.

The milk softens the spicy flavours, while the condiments themselves give the milk a special flavour, aroma and texture.

That's why Chai Latte, with its ability to transport us to Eastern shores with each sip and make the perfect coffee alternative, has become one of the most popular drinks in the America and Europe.

HOW DOES IT LOOK?



HOW DO YOU MAKE IT?

- Add 2 pumps of Chai syrup into an 8oz cup.
- Fill the milk jug up to the bottom of the spout.
- Place the steam wand just below the surface of the milk and turn the steam on fully.
- Stretch the milk: Keep the wand just below the surface and move to increase the volume of milk. Be careful not to incorporate too much air.
- After approximately 3 seconds, move the wand deeper into the jug (about halfway) and slightly to the side to create a whirlpool effect. This incorporates the foamed milk with the steamed milk. When the temperature reaches 65°C (140°F), it's ready.
- **Polish the milk:** Next, you will need to remove the air bubbles so tap the jug on a hard surface to disperse them. Swirl the jug until the milk turns shiny.
- **Pouring:** Start pouring from the spout slowly at a height of 2 inches and lower your jug as you reach the second half of the cup.
- Finish by dusting the top with cinnamon powder and serve.

TIPS & TRICKS

If a customer orders "dirty chai" - it contains espresso. Always add 2 pumps of syrup before brewing espresso into the cup.

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ICED AMERICANO

An Iced Americano is a cold drink made with ice, espresso, and chilled water. It's the iced version of an Americano, which is made with just espresso and hot water.

HOW DOES IT LOOK?



HOW DO YOU MAKE IT?

- Add 3x ice cubes or 9x little ice cubes from the ice machine into a 12oz cup.
- Pour cold water over ice leaving 1/4 room.
- Follow double espresso preparation steps in a 2oz espresso cup.
- Pour freshly prepared double espresso over into the cup.
- Put the lid, add a straw and serve.

TIPS & TRICKS

Always leave a little room for the milk in case they want an iced white americano.

If sugar is required put it in the espresso shot and mix it before pouring on top of the cup as last step.

If syrup is requested, pour 2 pumps of the requested syrup straight in the cup after the ice cubes and proceed with the rest of the steps.

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ICED LATTE

An Iced Latte is a cold drink made with ice, espresso, and milk. It's the iced version of Latte, which is made



with ice, espresso, and milk. It's the iced version of Latte, which is made with just espresso and cold milk.

HOW DOES IT LOOK?



HOW DO YOU MAKE IT?

- Add 3x ice cubes or 9x little ice cubes from the ice machine into a 12oz cup.
- Pour cold milk over ice leaving 1/4 room
- Follow double espresso preparation steps in a 2oz espresso cup.
- Pour freshly prepared double espresso over into the glass.
- Put the lid, add a straw and serve.

TIPS & TRICKS

Pour espresso slowly and directly on top of one of the ice cubes. to create a mini show to the customer as espresso will mix in slow motion with milk after serving.

Never stir with straw before serving it.

If sugar or syrup is requested, only mix it together with espresso before pouring it.

If sugar is required, put it in the espresso shot and mix it before pouring on top of the cup as the last step.

If syrup is requested, pour 2 pumps of the requested syrup straight in the cup after the ice cubes and proceed with the rest of the steps.

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PISTACHIO & LA DOLCEVITA ICED LATTES

Pistachio and La DolceVita iced lattes are two special iced lattes made with our Paolo Pomposi sauces.

HOW DOES IT LOOK?



PISTACHIO ICED LATTE: **HOW DO YOU MAKE IT?**

- Add 2 light pistachio sauce swirls to a cup and fill it with 3x ice cubes or 9x small ice cubes from the ice machine.
- Mix pistachio sauce (30g), hot espresso (two shots), milk (150g) and vanilla syrup (2 pumps) together in the milkshake maker for 45 seconds.
- Pour over the cup with the ice and put the lid on.
- Top with whipped cream.
- Add a straw and serve.

LA DOLCEVITA ICED LATTE: **HOW DO YOU MAKE IT?**

- Add 2 light La DolceVita sauce swirls to a cup and fill it with 3x ice cubes or 9x small ice cubes from the ice machine.
- Mix La DolceVita sauce (30g), hot espresso (two shots), milk (150g) and hazelnut syrup (2 pumps) together in the milkshake maker for 45 seconds.
- Pour over the cup with the ice and put the lid on.
- Top with whipped cream.
- Add a straw and serve.

TIPS & TRICKS

You can use more sauce upon request, but don't forget to charge the customer!

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A hot drink made by infusing the dried crushed leaves of the tea plant (or herbs) in boiling water.

HOW DOES

IT

LOOK?



HOW DO YOU MAKE IT?

- Add a customer's chosen tea bag into the 12oz cup.
- Fill the cup with hot water.
- If the customer's order contains milk, pour milk on the side and serve it together with the tea.

TIPS & TRICKS

If more water is needed to be added, pour it from the metal jug rather than straight from the water fountain.

Always leave room in the cup to minimise the possibility of burning yourself or a customer.

Hot drinks with steamed milk have a protective milk foam that protects from spilling, also the temperature is lower unlike hot water based drinks like americano.

"White tea" or "cup of tea" usually means english breakfast with milk, if unsure, please ask the customer.

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**CIOCCOLATA
KIDS**

CALDA REGULAR &

Our signature and authentic Italian cioccolata calda, made with the Paolo Pomposi mix to ensure the best quality and unicity possible.

HOW DO YOU MAKE IT?

- **SMALL MACHINE WITH FOUNTAIN**
- Ensure that there is enough water inside the hot chocolate machine before plugging it in
- In a plastic jug pour the quantity of milk desired
- In another jug mix the chocolate powder and the cornstarch together
- Pour the dry mix into the milk
- Mix the mixture for 2 minutes with the electric mixer
- Let it rest for 5 minutes in the fridge
- Pour the mixture into the hot chocolate machine
- Ensure once more that there is enough water inside the hot chocolate machine
- Plug it into the outlet and turn it on
- Warm it up to 95°C for 2 hours
- At the end of the day follow closing procedures

- **LARGE MACHINE, NO FOUNTAIN**
- Follow steps 1 to 7 of the “small machine with fountain”
- DO NOT SERVE YET
- Move down the cursor to the serving temperature, which is 65°C and let it rest for 30 minutes
- It is now ready to be served and sold to customers
- **At the end of the day follow closing procedures**



CHOCOLATE MIX QUANTITIES:

	1L	2L	3L	4L
Hot chocolate powder mix	250g	400g	600g	800g
wholeMilk	1000ml	1600ml	2400ml	3200ml
Corn starch	25g	50g	75g	100g

HOW TO OPERATE THE MACHINE :

[How to operate the hot chocolate machine](#)

HOW DO YOU SERVE IT? CIOCCOLATA CALDA PLAIN

- Fill up the transparent cup until the top handle level
- Put the filled-up cup on the ceramic plate and add a spoon next to the cup.

CIOCCOLATA CALDA CLASSICA



- Fill up the transparent cup until the top handle level
- Spray the whipped cream up to the top.
- Put the filled-up cup on the ceramic plate and add a spoon next to the cup. (add a Badani Napkins if in the shop)

- Shave a bar of hot chocolate on top - shave the chocolate bar 5 times.

CIOCCOLATA CALDA CLASSICA KIDS



- Fill up the transparent cup until the top handle level
- Spray the whipped cream up to the top.
- Put the filled-up cup on the ceramic plate and add a spoon next to the cup. (add a Badani Napkins if in the shop)
- Shave a bar of hot chocolate on top - shave the chocolate bar 5 times.

CIOCCOLATA CALDA PISTACHIO



- Add 4 swirls of Pistachio Sauce all around the cup
- Fill up the transparent cup until the top handle level
- Spray the whipped cream up to the top.
- Put the filled-up cup on the ceramic plate and add a spoon next to the cup.
- Shave a bar of hot chocolate on top - shave the chocolate bar 5 times.

CIOCCOLATA CALDA PISTACHIO KIDS



- Add 2 swirls of Pistachio Sauce all around the cup
- Fill up the transparent cup until the top handle level
- Spray the whipped cream up to the top.
- Put the filled-up cup on the ceramic plate and add a spoon next to the cup. (add a Badani Napkins if in the shop)
- Shave a bar of hot chocolate on top - shave the chocolate bar 5 times.

CIOCCOLATA CALDA AFFOGATO



- Add 1 scoop of Buontalenti gelato to the Affogato glass cup
- Fill up one espresso ceramic cup with the hot chocolate
- Pour the hot chocolate on top of the Buontalenti scoop into the glass
- Serve it on a plate with a spoon (add a Badani Napkins if in the shop)

PISTACHIO HOT



- Scale 150ml of whole milk and steam it
- In the milkshake container pour the steamed milk and add 50g of Pistachio Sauce and 1g of Salt.
- Blend it with the milkshake machine for 30 sec.
- Pour the mix into the glass.
- Spray the whipped cream up to the top.
- Add Pistachio Sauce on top of the whipped cream (Around 5 lines)
- Serve it on a plate with a spoon (add a Badani Napkins if in the shop)