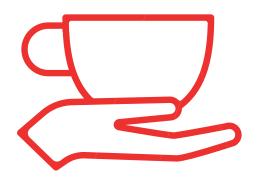


Barista Skills

Intermediate AST Guidebook





Barista Skills Intermediate AST Guidebook V1.0 (English)

Table of Contents

1. General Information	2
2. Course Description and Updates	3
3. Written Exam Questions Distribution by Topic	4
4. Course Curriculum with Corresponding Online Written Exam Questions	6
5. Essential SCA Training Documents	32
6. Required Equipment and Supplies List	32
7. Bibliography	32
8. Appendices	34
Appendix A: SCA Barista Routines	
Appendix B: SCA Brew Parameters	35

Note: This guidebook replaces previous curriculum documents. This guidebook is only available to authorized trainers licensed in Barista Skills. Please do not share this document with other ASTs or learners.

1. General Information

Course Information

Course Length: Minimum 14 hours including practical exam

Pre-requisites: Introduction to Coffee and Barista Foundation are recommended (but not mandatory) pre-requisite modules. All knowledge and skill from these modules will be assumed as being held and may be tested through the practical and/or written assessments.

Written Exam Information:

Total Number of Questions on Online Written Exam: 35 (worth one point each)

Total Time Allowed for Online Written Exam: 37 Passing Score (Online Written Exam): 70%

Practical Exam Information:

Total Time Allowed for Practical Exam: 30 minutes Total Number of Sections on Practical Exam: 3

Passing Score (Practical Exam): Section 1 = 12 points available

Section 2 = 10 points available Section 3 = 78 points available

A candidate must achieve 85 points from the available 100 points in all three sections in order to pass.

2. Course Description and Updates

Description

The Barista Skills Intermediate course builds on the concepts and skills introduced in the Foundation course. It is ideal for someone who has barista skills experience and wants to explore how to improve coffee quality and prepare for more complex job functions found in the barista profession. Through this interactive course, learners will gain a deeper understanding of the coffee itself, specifically the impact of a coffee's variety, origins and processing methods on flavor; the parameters of coffee quantity, grind texture, water quality and shot time and their interaction when dialling in a brew recipe; drink construction and taste differences; workflow management and efficiency, sensory aspects of the espresso extraction; milk handling and techniques as well as latte art. In addition to coffee preparation, this course also covers key concepts regarding health and safety, customer service and basic business practices.

Curriculum Updates from Previous Version

- Practical exam has been revised to make it easier for ASTs to deliver
- 2.05.01 Different Compounds and Flavors Extracts at Different Rates In this topic, a mandatory activity, allowing for demonstration of an important skill has been included since it was removed from the Practical Exam. Below is the activity

MANDATORY ACTIVITY:

Learner should be able to describe taste of a double espresso split in 3 parts, as following:

a. The first 12-14g = sour/salty/heavy body

b. The second 12-14g = relatively sweet/medium body

c. The third 12-14g = bitter/light body

Additions

- Revised coding for all section, topics and objectives
- Detailed resources for most topics

3. Written Exam Questions Distribution by Topic

The chart below sets forth key information regarding the online exam questions.

Question Pool: This is the number of questions <u>per topic</u> that are available to present to the learner during the online exam. **Questions Presented:** This is the number of questions a learner will randomly receive <u>per topic</u> during the online exam. This number was determined by the creators for the purpose of ensuring that each section and topic of the course is weighted appropriately. **Section Weighting:** Next to each section title is the percentage of the total exam represented by the questions in that section.

Exams Sections & Topics	Question Pool	Questions Presented	Exams Sections & Topics	Question Pool	Questions Presented	
2.01 Section COFFEE BEANS 23%		Sub-Topic: Milk Composition	2	1		
1 Topic: Arabica Varieties	2	1	Sub-Topic: Foam Quality and Stability	2	1	
2 Topic: Origin's Impact on Flavor	3	1	2 Topic: Milk Substitutes	3	1	
3 Topic: Processing Methods and Their Impact on Flavor & Body	4	2	3 Topic: Causes of Milk Deterioration	1	1	
4 Topic: Roast Degree's Impact in Coffee Solubility & De	ensity		4 Topic: Milk Foaming Technique			
Sub-Topic: Solubility	2	1	Sub-Topic: SCA Foam Standard	Pra	ctical Exam	
Sub-Topic: Density	2	1	Sub-Topic: Desirable Milk Heating Temperature	Pra	ctical Exam	
5 Topic: Degassing of Roasted Coffee			Sub-Topic: Maximum Milk Heating Temperature	2	1	
Sub-Topic: Degassing and Its Effect on Solubility	2	1	5 Topic: Pitcher/Jug Sharing	Activity		
Sub-Topic: Packaging and Temperatures Effect on Degassing	2	1	6 Topic: SCA Latte Art Standards - Free Pour	Practical Exam		
2.02 Section WORKSPACE MANAGEMENT AND V	VORKFLOW	6%	2.07 Section ESPRESSO BASED MENU 3%			
1 Topic: Efficient Coffee Equipment and Accessories Layout	2	1	1 Topic: Espresso-Based Drinks Range Construction and Taste Differences	3	1	
2 Topic: Working in Pairs	1	1	2 Topic: Preparing Multiple Beverages to SC Standards	A Drinks	Practical Exam	
2.03 Section ESPRESSO PROCESS: GRIND, DOSI	E, TAMP 8.	5%	2.08 Section CLEANING, HEALTH AND	SAFETY 17	%	
1 Topic: Impact of Grinder Models & Burrs Types on Retention & Flow Rate	3	2	1 Topic: Stock Management			
2 Topic: Consistent Dosing, Distribution and Tamping Techniques	2	1	Sub-Topic: Stock Rotation	2	1	
2.04 Section EXTRACTION AND BREWING 11.5%	Ó		Sub-Topic: Stock Temperatures	2	1	
1 Topic: Calculation and Expression of Brew Ratio & Espresso Brew Formula (EBF)	2	1	2 Topic: Personal Hygiene	2	1	
2 Topic: Strength and Extraction in Espresso Brewing			3 Topic: Preventing Cross Contamination	2	1	

Sub-Topic: Espresso Strength	2	1	4 Topic: Preventing Accidents and Strain Injuries		Activity	
Sub-Topic: Espresso Extraction	2	1	5 Topic: Grinder Cleaning & Maintenance	2	1	
3 Topic: Use of A Refractometer	A	ctivity	6 Topic: Espresso Machine Cleaning & Maintenance	3	1	
4 Topic: Brew Recipes Impact on Flavor and Body of The Same Coffee	2	1	2.09 Section WATER QUALITY 0%			
2.05 Section Sensory 8.5%	5% 1 Topic: SCA Water Test & Guidelines				Activity	
1 Topic: Different Compounds and Flavors Extracts at Different Rates	2	1	2.10 Section CUSTOMER SERVICE AND CAFÉ MANAGEMENT 8.5%			
2 Topic: Relationship Between Taste & Flavor Development	Mandatory Activity 1 Topic: Coffee Menu Description		AST to	AST to cover concept		
3 Topic: SCA Flavor Wheel Terminology for Description of Aroma & Flavor Attributes Of Espresso	2	1	2 Topic: Customer Interactions	1	1	
4 Topic: Body & Texture of An Espresso	2	1	3 Topic: Cost and Goods	2	1	
2.06 Section MILK 14%			4 Topic: Service Recovery and Complaint Handling	2	1	
1 Topic: Basics of Milk			Total Number of Questions	70	35	

4. Course Curriculum with Corresponding Online Written Exam Questions

The course curriculum is set forth below and is divided into Sections, Topics and Objectives. In some areas of the curriculum, the creators may have revised the curriculum in order to create a more logical, level-appropriate structure. Any revisions are noted in 2. Course Description and Updates.

All online written exam questions were developed as an assessment for a specific objective. These questions have been grouped according to topic. All questions within a topic are considered the topic "pool." From this pool, a certain number of questions will be randomly selected and presented to the learner. If a particular topic has more than one objective, there is a possibility that the learner will not be tested on all objectives in the topic. This is due to the randomization of the questions from that topic.

Also included in the curriculum are notes for the ASTs that help explain the content and how to achieve the objectives.

2.01 | Section | COFFEE BEANS 5 Topics

Topic	Sub-Topic	Objectives	AST Notes	Online Written Exam Questions	Resources
2.01.01 Arabica Varieties		1. Name at least two Arabica varieties	Typica and Bourbon are the two parent varieties of commercially sold coffee.	Question ID: 000000007573393 Select the answer which contains two common arabica varieties. Typica, Bourbon Panama, Pacas Ethiopia, Geisha Colombia, Robusta Question ID: 000000007599034 Type in the name of a popular variety of arabica. Please make sure there is no space after the name. bourbon, typica, catimor, catuai, caturra, geisha, gesha, harrar, java, maragogipe, sarchimor, mibirizi, mundo nova,pacamara, pacas, SL28, SL34, SL14, villa sarchi, kona, kent, blue mountain, java, mokka, mocha, K7, pache, tekisic, castillo, colombia, icatu, ruiru, yirgacheffe, batian	World Coffee Research, Arabica Coffee Varieties Hoffmann, J. The world atlas of coffee,22-25 Moldvaer, Anette. Coffee Obsession, 14-15 Folmer, Britta, and Imre Blank. The Craft and Science of Coffee, 7 Illy & Viani, Espresso Coffee, 31-32

2.01.02 Origin's Impact on Flavor	2. Describe the common flavor profile of coffees from different geographical locations	Geographical origins to be referenced: • Africa (e.g. Ethiopia) • South America (e.g. Brazil) • Asia (e.g. Indonesia)	Question ID: 000000007573394 What historically is the most typical flavor associated with Brazil arabica coffee? Nutty & Chocolate Floral & Fruity Citric Spicy Question ID: 000000007573396 Match the coffee origins with the most appropriate flavor description, most historically typical to that area. (A) Ethiopia (B) Brazil A = floral, blueberry B = nutty, chocolate Question ID: 000000007573395 What is historically the most typical flavor associated with Ethiopia arabica coffee? Nutty & Chocolate Floral & Fruity Earthy Spicy	Moldvaer, Anette. Coffee Obsession, 56-123 Hoffmann, J. The world atlas of coffee, 118- 247 Stephenson, T., The curious barista's guide to coffee, 186-197
2.01.03 Processing Methods and Their Impact on Flavor & Body	1. Describe how different processing methods affect coffee flavor and body	Washed processing: the coffee will typically have a higher perceived	Question ID: 000000007573397 An espresso tasted highly acidic with a light body; what is the most likely processing method of this coffee? Pulped natural Washed Natural	

			acidity & a lighter body Pulped natural processing: the coffee will typically be between the profiles of the other two methods Natural processing: the coffee will typically have a lower perceived acidity & a heavier body	An espresso tasted sweet and fermented with a heavy body; what is the most likely processing method of this coffee? Pulped natural Washed Natural Question ID: 000000007573398 Select the answer that best completes the following statement. A natural processed coffee would typically have body, compared to a washed processed coffee that is otherwise identical. a heavier a lighter the same Question ID: 000000007573399 Select the answer that best completes the following statement. A washed processed coffee would typically have body, compared to a naturally processed coffee that is otherwise identical. a heavier a lighter the same	Folmer, Britta, and Imre Blank. The Craft and Science of Coffee, 55-63 Hoffmann, J. The world atlas of coffee, 31-37
2.01.04 Roast Degree's Impact on Coffee Solubility & Density	2.01.04.01 Solubility	1. Recognize the influence of roast degree on a coffee's potential solubility		Question ID: 000000007574885 Keeping all other parameters the same, which of the roast degrees listed below would have a higher extraction yield when making an espresso? Light roast coffee Dark roast coffee Medium roast coffee	Samo Smrke, Marco Wellinger, Tomonori Suzuki, Chahan Yeretzian, Carbon dioxide degassing from coffee and impact on freshness and

			Question ID: 00000007574886 Select the answer that best completes the following statement. Keeping all other parameters the same, a light roast will a medium roast. be less soluble than be more soluble than be equally soluble as	espresso extraction, SCA SCAA & Lingle, The Coffee Brewing Handbook, 25
	2.01.04.02 Density	1. Recognize how roast degree can change the density to volume ratio of a coffee	Question ID: 000000007574888 Assuming the same coffee, what are the characteristics of dark roasted coffee compared to a light roasted coffee? The beans are larger and less dense The beans are smaller and more dense The beans are smaller and less dense	Illy & Viani, <i>Espresso Coffee</i> , 182, 191 Folmer, Britta, and Imre Blank. <i>The Craft</i>
			Question ID: 00000007574889 Select the answer that best completes the following statement. A light roasted coffee will have a medium roast of the same coffee. a higher density than a lower density than the same density as	and Science of Coffee, 261 Hoffmann, J. The world atlas of coffee, 69
2.01.05 Degassing of Roasted Coffee	2.01.05.01 Degassing and Its Effect on Solubility	1. Explain degassing of freshly roasted coffee and how it relates to solubility	Question ID: 000000007574890 What is meant by the degassing of fresh roasted coffee? A percentage of carbon dioxide escaping from the bean after roast A percentage of oxygen escaping from the bean after roast A percentage of nitrogen escaping from the bean after roast roast	SCA, The Coffee Freshness Handbook, 8, 62

				Question ID: 000000007574896 What is the most appropriate description of an espresso made with coffee that was roasted that same day? Large foamy crema and astringent Dense smooth crema and sweet Very little crema and bitter No crema and sour	Folmer, Britta, and Imre Blank. The Craft and Science of Coffee, 331,345, 401 Illy & Viani, Espresso Coffee, 230-255
F a 1	2.01.05.02 Packaging and Temperatures Effect on Degassing	1. Describe how rate of degassing is influenced by packaging and storage temperature		Question ID: 000000007574897 What packaging material would allow roasted coffee to oxidize most quickly (assuming a sealed bag)? Plastic Foil Paper Question ID: 000000007574898 Select the answer that best completes the following statement. A coffee stored at a cool temperature will degas a coffee stored in a hot environment. faster than at the same rate as slower than	
			ACTIVITY Taste differences in espr compared to 2-3 months	esso brewed with coffee that was roasted 3-7 days ago ago	

2.02 | Section | WORKSPACE MANAGEMENT AND WORKFLOW 2 Topics

Topic	Objectives	AST Notes	Online Written Exam Questions	Resources
2.02.01 Efficient Coffee Equipment and Accessories Layout	Describe in which order to place equipment and accessories to achieve efficient workflow	Example: ordering arearegister/till grinder(s) knock box & tamping area espresso machine milk jugs/rinser & milk fridge drink receiving	Question ID: 000000007574900 Place the following in the correct order to maximize workflow efficiency (in the direction of the customer flow)? Order is randomized each time learner takes exam) 1. Ordering area 2. Grinder(s) 3. Knock box & tamping area 4. Espresso machine 5. Milk jugs/rinser & milk fridge 6. Drink receiving point	
		point	Question ID: 0000000007574899 Choose the correct arrangements for the espresso bar for achieving the most efficient workflow. A. B. GRINDER KNOCKBOX MACHINE DRINKS RECEDINING AREA OR DERING AREA OR DE	
			CUSTOMER FLOW CUSTOMER FLOW	
			GRINDER ESPRESSO MACHINE MACHINE MACHINE MACHINE MACHINE MILE JUGS KNOCKBOX MILE JUGS	
			ORDERING AREA DRINKS RECEIVING POINT DRINKS RECEIVING POINT	
			Customer FLOW D.	

2.02.02 Working in Pairs	Demonstrate ability to work in pairs to produce multiple drinks with efficiency and quality	They work independent of the properties of the p	work in a pair together, what is the most efficient division of	Rao, The Professional Barista's Handbook, 64
		ACTIVITY: Have one barista on espresso and one on m	lk preparing a coffee order	

2.03 | Section | ESPRESSO PROCESS: GRIND, DOSE, TAMP 2 Topics

Topic	Objectives	AST Notes	Online Written Exam Questions	Resources
2.03.01 Impact of Grinder Models & Burrs Types on Retention & Flow Rate	1.Understand that different grinder models operate differently regarding speed & retention of coffee 2.Recognize different burr types and how they operate (e.g. flat and conical) 3.Describe and predict changes to the flow rate (shot time) of an espresso extraction due to heating of the burrs	Differences may occur between dosing methods and individual grinder design	Question ID: 000000007574902 When referring to the grinder, what is meant by "retention"? How long the grinder remains at the same temperature between doses How much ground coffee remains in the grinder between doses How long it takes to grind a dose of coffee Question ID: 000000007574903 Label these pictures with the correct names: Flat burr, conical burr, roller grinder. A. Flat Burr B. Conical Burr C. Roller Grinder	SCAA & Lingle, The Coffee Brewing Handbook, 26 Stephenson, T., The curious barista's guide to coffee, 87, 92 Illy & Viani, Espresso Coffee, 218 Folmer, Britta, and Imre Blank. The Craft and Science of Coffee, 315-322

2.03.02 Consistent Dosing, Distribution and Tamping Techniques	1.Demonstrate consistent technique in dosing, distributing and tamping 2.Describe how consistency in dosing, distributing and tamping impacts taste and efficiency	Explain that the tamper should fit accurately in the portafilter basket to minimize risk of channeling	Question ID: 000000007574904 How would you expect the flow rate of a shot from a hot grinder (40C) to be different to the flow rate of a shot from the same grinder at (20C), assuming no other changes? It has no effect on the flow rate. The espresso flow would be faster. The espresso flow would be slower. Question ID: 000000007574905 Is the following statement true or false? Firmly tamping the coffee is more important in preventing channeling than good distribution of the coffee in the portafilter. True False Question ID: 000000007574906 How could an espresso extraction be affected if distribution and tamping was performed badly? It would not affect the extraction and flavor Increased channeling could occur, leading to unbalanced extraction Overall extraction could increase, leading to a bitter taste	T. Suzuki, Samo Smrke, Marco Wellinger, Research presentation AST Live, 2016 Stephenson, T., The curious barista's guide to coffee, 105 Rao, The Professional Barista's Handbook, 4, 11, 20 Hoffmann, J. The world atlas of coffee, 97
	3. Understands channeling and how it is caused	ACTIVITY: Learner identifies cha	anneling with a bottomless or double spouted portafilter	Colonna-Dashwood, M., The Coffee Dictionary, 52

2.04 | Section | EXTRACTION AND BREWING 4 Topics

Topic	Sub-Topic	Objectives	AST Notes	Online Written Exam Questions	Resources
2.04.01 Calculation and Expression of Brew Ratio & Espresso Brew Formula (EBF)		1. Calculate & express brew ratio of a given espresso recipe 2. Calculate & express EBF of a given espresso recipe	Concepts to cover: • brew ratio calculation: yield / dose • brew ratio is expressed as dose: yield • EBF calculation: (dose/yield) x 100 • EBF is expressed as a percentage (%)	Question ID: 000000007574907 You make a double espresso with a dose of 16g of ground coffee, and a yield (liquid out) of 40g. What is the Espresso Brew Formula? 50% 33% 40% 67% Question ID: 000000007574908 An espresso is made with 17 grams of ground coffee and a yield (liquid out) of 34g. What is the brew ratio (and Espresso Brew Formula Percentage)? 1:2 1:3 1:2.5 1:1.5	SCAA & Lingle, The Coffee Brewing Handbook, 10 SCA, European Extraction Preferences in Brewed Coffee Vince Fedele, Advances in the state of the art – and science – of espresso
2.04.02 Strength and Extraction in Espresso Brewing	2.04.02.01 Espresso Strength	1. Explain strength of an espresso using Total Dissolved Solids (TDS)	Strength of an espresso means the concentration of the Total Dissolved Solids (TDS) present in the cup	Question ID: 000000007574909 What information does a refractometer provide? Coffee color Acidity Total Dissolved Solids (TDS) % Extraction yield Question ID: 000000007574910 What is the measurement for the strength of an espresso? Extraction % Roast level Bitterness Total Dissolved Solids (TDS) %	Rao, The Professional Barista's Handbook, 43 Stephenson, T., The curious barista's guide to coffee, 77 SCAA & Lingle, The Coffee Brewing Handbook, 10

	2.04.02.02 Espresso Extraction	2. Explain & calculate espresso extraction	Extraction means how much of the coffee dose has been extracted during brewing, usually expressed as a percentage (YIELD x TDS) / DOSE = EXTRACTION %	Question ID: 000000007574911 You make a double espresso with a dose of 17g of ground coffee, and a yield (liquid out) of 34g. You measure the TDS at 10%. Using the formula: (YIELD x TDS) / DOSE = EXTRACTION % What is the indicated extraction %? 18% 20% 22% 24% Question ID: 000000007651412 What does the following formula calculate? (YIELD x TDS) / DOSE =% Brew Ratio Extraction Caffeine content Brew strength	
2.04.03 Use of A Refractometer		1. Understands how a refractometer is used in measuring strength of an espresso		Practical activity	
2.04.04 Brew Recipes Impact on Flavor and Body of the Same Coffee		1. Calibrate different brew recipes and differentiate their flavor and body	Specifically, learner should be able to dial in two (2) brew recipes (provided by the AST) that represents a 40% and 60% EBF (brew ration of 2.5 and 1.67)	Question ID: 000000007574913 An espresso made from medium roast beans has an indicated 14% extraction. Which dominant taste would you consider most likely? Sweet Bitter Sour	SCAA & Lingle, <i>The</i> Coffee Brewing Handbook, 10

	Question ID: 000000007574914 Two espressos, made from the same coffee beans, have been brewed to the following parameters: One at a brew ratio of 1:2.5 (EBF of 40%) One at a brew ratio of 1:1.67 (EBF of 60%) Which will likely have the heaviest body? A brew ratio of 1:2.5 (EBF of 40) A brew ratio of 1:1.67 (EBF of 60%) They will have the same body	Hoffmann, J. The world atlas of coffee, 101 Rao, The Professional Barista's Handbook, 43
a. Taste and describe the differecipesb. Measure the strength of the supervisionc. Calculate extraction using the	rith suggested EBF, learners should: erence with reference to flavor & body between the 2 2 espressos using a refractometer under trainer ne formula: extraction % = (yield x TDS)/dose I demonstrate plotting on Brew Control Chart to find	

2.05 | Section | SENSORY 4 Topic

Topic	Objectives	AST Notes	Online Written Exam Questions	Resources
2.05.01 Different Compounds and Flavors Extracts at Different Rates	Identify by taste the production order of an espresso split into 3 parts		Question ID: 000000007574915 Match the most appropriate tastes to the parts of the espresso labelled in the picture below. A B C 12-149 12-149	
			A = Sour/salty B = Sweet C = Bitter	Marco Wellinger, Samo Smrke, Patrick
		a. The first 12-14g b. The second 12-14g	Question ID: 000000007574916 Match the most appropriate descriptions of body to the parts of the espresso labelled in the picture below. A B C I2-14g A = Heavy Body B = Medium Body	Früh, Paul Schlauri, MizueKishigami, Chahan Yeretzian, Tracking your extraction TDS, acidity and brewing chart Folmer, Britta, and Imre Blank. The Craft and Science of Coffee, 364 - 365
			VITY: ble to describe taste of a double espresso split in 3 parts, as following: g = sour/salty/heavy body g = relatively sweet/medium body g = bitter/light body	

2.05.02 Relationship Between Taste & Flavor Development	Identify general taste and flavor of: under-extracted over-extracted balanced espressos	Learner can identify ba. The sourness of urb. The heightened bit	MANDATORY ACTIVITY: Learner can identify by taste: a. The sourness of under-extracted espresso b. The heightened bitterness of an over-extracted espresso c. The balance of flavors achieved with a balanced extraction in an espresso		
2.05.03 SCA Flavor Wheel Terminology for Description of Aroma & Flavor Attributes of Espresso	Use the SCA Flavor Wheel to define at least one aroma descriptor & one flavor descriptor of an espresso		7 Question ID: 000000007599038 Name a flavor that falls within the "Fruity" sector of the SCA Flavor Wheel. Type the name in the blank provided. Make sure there is no space after the word typed in the blank. Blackcurrant, Raspberry, Blueberry, Strawberry, Raisin, Prune, Coconut, Cherry, Pomegranate, Pineapple, Grape, Apple, Peach, Pear, Grapefruit, Orange, Lemon, Lime	SCA, Coffee Taster's Flavor Wheel	
			Question ID: 000000007574917 Which ring of the flavor wheel represents the most specific types of flavor notes? Inner ring Middle ring Outer ring		
2.05.04 Body & Texture of an Espresso	1. Describe the body & texture of an espresso	Body = given weight that is perceived on the tongue i.e.: light / medium / heavy Texture = sensory experience of the liquid as coats the tongue i.e.: juicy / creamy / honey / thin / watery	Question ID: 000000007574918 What is the most appropriate definition of body in coffee? The perceived weight on the tongue A sense of dryness that follows swallowing a coffee The lingering flavors left after an espresso has been consumed. Question ID: 000000007574919 Which of the following terms would NOT be considered a description of texture (mouthfeel) in coffee? Juicy Creamy Watery Acidic	Illy & Viani, Espresso Coffee, 342 World Coffee Research Sensory Lexicon: Unabridged Definitions and References	

2.06 | Section | MILK 6 Topics

Topic	Sub-Topic	Objectives	AST Notes	Online Written Exam Questions	Resources
2.06.01 Basics of Milk	2.06.01.01 Milk Composition	Describe the composition of milk with regards to protein/ fat/ lactose		Question ID: 000000007599039 Milk is made up of a number of components. Which one makes up the largest percentage? Protein Fat Water Lactose Question ID: 000000007599040 What fat percentage is normally found in whole (full fat) cow milk? 1-2% 3-5% 6 - 8% 16-18%	Harold McGee, Food & Cooking an Encyclopedia of Kitchen Science, History and Culture, 13-20 HD. Belitz, Food Chemistry, 501-517
	2.06.01.02 Foam Quality and Stability	1. Understand the function of protein and fat on the quality and stability of the foam (drainage)		Question ID: 000000007599041 Which ingredient in milk is essential to create foam? Lactose Protein Fat Calcium Question ID: 000000007599042 How does whole milk (4% fat) differ from skimmed/nonfat milk when producing textured foam? a. Whole milk will be more difficult to create properly textured foam b. 0% fat milk will produce softer foam and better latte art c. Whole milk foam will keep structure and texture longer	Stephenson, T., The curious barista's guide to coffee, 116-117 Harold McGee, Food & Cooking an Encyclopedia of Kitchen Science, History and Culture, 26-27

2.06.02 Milk Substitutes	1. Understand the role of protein content in milk substitutes		Question ID: 000000007574927 What ingredient would need to be added, or be originally present, in plant-based milks to enable it to foam? Lactose Protein Fat Calcium Question ID: 000000007574928 The absence of what ingredient in plant-based milks would limit its ability to foam? Lactose Protein Fat Calcium Question ID: 000000007574929 Is the following statement true or false? Without additional protein being added, many non-dairy milks, such as almond and oat, would demonstrate poor foaming ability. True False	Verduci E, D'Elios S, Cerrato L, et al. Cow's Milk Substitutes for Children: Nutritional Aspects of Milk from Different Mammalian Species, Special Formula and Plant- Based Beverages
	Demonstrate foaming of milk substitutes	For example: Soy, rice, almond, oat	Practical activity	

2.06.03 Causes of Milk Deterioration		Describe the deterioration of milk through fats and proteins	 Bacterial activity increases acidity in milk. Eventually proteins and fats will break down, making the milk unusable on hygiene grounds. Milk will not foam at this point The acidity of an espresso often causes non-dairy milks to curdle. Examples of deterioration: related to the age of the milk related to milk being stored in high temperatures 	Question ID: 000000007574930 What is the estimated shelf life of fresh pasteurized milk, assuming it has been properly stored at all times? 3 days 12-18 days 1 month 3 - 6 months	Moldvaer, Anette. Coffee Obsession, 51 Bylund, G., Dairy processing handbook Wong, N. and Jenness, R., Fundamentals of dairy chemistry
2.06.04 Milk Foaming Technique	2.06.04.01 SCA Foam Standard	1. Recognize and produce consistently high-quality microfoam (Level 2 or above on the SCA Barista Foam Standards)		Tested on Practical Exam	SCA, Barista Foam Standards WBC, Rules and regulations WLAC, Rules and regulations
	2.06.04.02 Desirable Milk Heating Temperature	1, Achieve the desirable range of temperature of 55°C- 65°C (131°F -149°F) in all drinks produced	Temperatures are measured in the cup, not the pitcher	Tested on Practical Exam	Stephenson, T., The curious barista's guide to coffee, 116 Moldvaer, Anette. Coffee Obsession, 50

	2.06.04.03 Maximum Milk Heating Temperature	1. Understand that the maximum temperature milk is heated to should be 70°C/158°F	Question ID: 000000007576977 What is the maximum final milk temperature SCA recommends for steaming? 55°C/131°F 62°C/144°F 70°C/158°F 80°C/176°F Question ID: 000000007576978 Why is 70°C/158°F advised as the maximum temperature to heat milk? The milk starts to separate into solids and liquid The proteins in the milk are denaturing, giving undesirable flavor and smel The sugars in the milk start to burn	Kamatha S,Huppertz T, Houlihan A.V, Hilton C, Deeth H.C Influence of temperature on the foaming of milk Oetjen, K, Bilke-Krause C, Madani M, Willer T, Temperature effect on foamability, foam stability, and foam structure of milk Colloids and Surfaces
2.06.05 Pitcher/Jug Sharing		1.Demonstrate the ability to create drinks through pitcher/jug sharing, as well as foaming independently for each drink. 2.Understand the speed and quality advantages of each	ACTIVITY Learner to practice correct steps for pitcher/jug sharing: - Foam milk in pitcher 1 - Pour some foam into pitcher 2 - Pour first drink from pitcher 1 - Pour foam from pitcher 2 back into pitcher 1 - Pour second drink from pitcher 1	
2.06.06 SCA Latte Art Standards - Free Pour		1. Demonstrate ability to free pour two latte art patterns to reasonable SCA Latte Art Standards	Tested on Practical Exam	SCA, Barista Latte Art Standard

2.07 | Section | ESPRESSO BASED MENU 2 Topic

Topic	Objectives	AST Notes	Online Written Exam Questions	Resources
2.07.01 Espresso- Based Drinks Range	1.Describe construction beverages in SCA Drinks Standard 2.Describe the difference in taste/body / espresso concentration between the types of drinks	Concepts to cover: a. Smaller volume espresso and milk beverages will have a higher perceived intensity of coffee flavor b. As the milk to espresso ratio increases, the lower the perceived intensity of coffee flavor will be	Question ID: 000000007574936 What is the most common difference between a Cappuccino and Latte? The number of espresso shots The ratio of steamed milk, foam and espresso The size of the drink Question ID: 000000007574937 Place the following drinks in order, starting with the drink that contains the least milk, to the drink that contains the most milk, relative to espresso. Double Espresso (1) Caffe Macchiato (2) Cappuccino (3) Caffe Latte (4) Question ID: 000000007574938 Is the following statement true or false? According to the SCA Drinks Standards, a Cappuccino will have a higher perceived intensity of coffee flavor compared to a Caffe Latte? True False	SCA, Barista Drinks Standard
2.07.02 Preparing Multiple Beverages to SCA Drinks Standards	Demonstrate ability to prepare an order of 4 drinks from specific list and within a specific time to SCA Drinks Standards		Tested on Practical Exam	

2.08 | Section | CLEANING, HEALTH AND SAFETY 6 Topics

Topic	Sub-Topic	Objectives	AST Notes	Online Written Exam Questions	Resources
2.08.01 Stock Management	2.08.01.01 Stock Rotation	Understand how stock rotation needs to be practiced in all storage areas	FIFO (first in first out) Food storage method	Question ID: 000000007574941 Is the following statement true or false? Milk should be stored and used in a first in/last out policy. True False	Local hygiene legislation Control of Substances Hazardous to Health (COSH) legislation
				Question ID: 000000007574942 A "first in / first out" policy is important to helping hygiene standards. What is meant by a first in / first out" policy? The first member of the team to arrive at work should check the fridge temperatures Stock rotation, where older stock is used before newer stock The oldest stock should be stored on a shelf behind newer stock	
	2.08.01.02 Storage Temperatures	1.Understand how operating temperature of the refrigerator(s) is checked and maintained at legal level 2.Understand that milk must be kept in the		Question ID: 000000007576921 What is the appropriate temperature of a fridge for storing fresh pasteurised milk? 0°C (32°F) 4-5°C (39 - 41°F) 7 - 8°C(44 - 46.5°F) 20 - 21°C (68 - 69°F)	

	refrigerator when not in use		Question ID: 000000007576922 Which is an example of best practice in a café to avoid milk waste? Keeping track of usage and purchasing appropriate amount of milk required Buying milk that is on sale and freezing it to defrost when needed Leaving the open container of milk on the counter for quick access by the barista	
2.08.02 Personal Hygiene	1.Describe when and why handwashing is necessary 2.Understand the need to keep a clean apron & work clothing		Question ID: 000000007576924 To prevent cross contamination, when does a barista need to wash their hands? After coughing or sneezing After handling dirty dishes After eating All of the above Question ID: 000000007576926 Why would it be necessary for a barista to wear an apron when working behind the bar? A. To protect their own clothes B. To avoid cross contamination C. So the barista can dry their hands when wet D. Both A & B	
2.08.03 Preventing Cross Contamination	Identify and describe correct procedures to prevent cross contamination	How to use color coded wipes for different purposes: dairy milk/ nut milk/ espresso machine/ counter	Question ID: 000000007576928 It is recommended that baristas use a minimum of three different cloths when preparing espressobased drinks; what would be the most appropriate use of them? For the drying pitchers, counter, steam wand For the portafilter, drying pitchers, counter For the counter, hand drying, steam wand For the counter, portafilter, steam wand	

		 The risks of nut milk as an allergen Why it is important to store cleaning chemicals away from foods Why it is important to flush cleaning chemicals from espresso machine and grinder properly 	Question ID: 000000007576929 What is the recommended method for rinsing out cleaning chemicals from the espresso machine? Backflush group head with clean water until detergent is rinsed out Use a clean cloth dipped in clean water to wipe group head There is no need to rinse out the chemicals Scrub shower with group head brush	
2.08.04 Preventing Accidents and Strain Injuries	1. Identify and describe correct procedures to prevent accidents and repetitive strain injuries	ACTIVITY: Learner to • Demonstrate correct and safe techniques when using steam and hot water from the espresso machine • Demonstrate safe practices when cleaning around the blades in the grinder • Demonstrate correct and safe techniques for tamping		
2.08.05 Grinders Cleaning & Maintenance	1. Describe hygiene and operational issues related to the grinder	Worn grinder blades, and possible implications Blockages related to not properly cleaning the grinder chamber	Question ID: 000000007576930 What should be the first step when checking a grinder for an object (foreign matter) stuck in the burrs/blades? Disconnect the grinder from electricity Take off the hopper Unscrew the top of the grinder Unscrew the top burr/blade from the body of the grinder Question ID: 000000007576931 A grinder is overheating, and hard to calibrate. What is the most likely cause? The grind is set too fine The grinder burrs/ blades may be worn Dirt may be built up around the burrs The hopper slide is closed	

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2.08.06 Espresso Machine Cleaning &	Describe regular cleaning & maintenance requirements for espresso machines	Concepts to cover: How regularly cleaning the	Question ID: 000000007576932 What is the most probable reason if the steam wand starts to leak from around the tip?	Appendix A.01.03 Daily cleaning
Maintenance	2. Identification and maintenance of high use areas of the espresso machine.	espresso machine creates beverages that taste good, protects the long-term health of the	Boiler malfunction The holes in the steam tip are clogged There's a problem with the rubber gasket in the steam wand	Hoffmann, J. The world atlas of coffee, 102-103
		equipment, and maintains a positive image to customers Cleaning steps outlined in Appendix A.02	Question ID: 000000007576933 When a shot is made, water escapes from the grouphead and runs down the outside of the portafilter/group handle. The portafilter is correctly and firmly locked into the group head. What is the most likely problem?	Freeman, J., Freeman, C., Duggan, T., McLachlan, C. and Ott, M., The Blue Bottle craft of coffee.
		Identify: • Worn group seals and possible implications	The group seals are worn and need replacing The single handle has been inserted instead of the double The showers in your group heads are blocked The pump pressure is too strong	
steam va possible implicatio blockage:	steam valves and possible implications- blockages of drip	Question ID: 000000007576934 Dirty water is leaking from underneath the espresso machine. What would be the most likely problem?		
		tray, drain tunes.	The waste pipe is blocked, and the drip tray drain box is overflowing There is a leak from the boiler The steam wands have come loose and are leaking There is a leak from the group heads	

2.09 | Section | WATER QUALITY 1 Topic

Samo Yeretzian, Quality a- istopher H. or Coffee The Coffee ok, 36-40
a is

2.10 | Section | CUSTOMER SERVICE AND CAFÉ MANAGEMENT 4 Topic

Topic	Objectives	AST Notes	Online Written Exam Questions	Resources
2.10.01 Coffee Menu description	1.Be able to describe to customers list of espresso beverages 2.Describe difference of espresso flavor concentration perceived in the different drinks from a coffee menu	Smaller volume espresso & milk beverages will have a higher perceived intensity of coffee flavour As the milk to espresso ratio increases, the lower the perceived intensity of coffee will be	AST to cover concept	SCA, Barista Drinks Standard
2.10.02 Customer's Interaction	2. Describe how to interact with customers with good service	How to greet customers appropriately Appropriate body language, tone and attitude when communicating with customers	Question ID: 000000007576935 When listening to a customer placing an order it is most important to do which of the following? Understand their specific needs Explain the different styles of coffee on offer Make their drinks as fast as possible Sell them additional items	
2.10.03 Cost and Goods	1. Understand costs involved in preparing and serving espresso beverages (cost of ingredients, including wastage)	Storing ingredients correctly to prevent spoilage Preparation techniques that minimize waste	Question ID: 000000007651413 A barista wastes 2g of coffee each time they make a double shot, and they make on average 200 double shots /day, how much is this waste costing in a 7-day week, if the coffee costs \$20/kg? a. \$56 b. \$5.60 c. \$8 d. \$560	

			Question ID: 000000007651414 A barista wastes 80mls of milk each time they make a milk based drink. They make on average 100 milk drinks per day. How much is this waste costing in a 7 day week, if milk costs €2/L? a. €12 b. €112 c. €56 d. €224	
2.10.04 Service Recovery and Complaint Handling	Describe the steps for handling customer complaints and service recovery	Listen-hear what the customer has to say Apologize - promptly and sincerely Tell the customer what you are going to do - keep them informed of the action you are taking to improve the situation Take action - take appropriate action to improve the situation Evaluate - make sure that the customer is satisfied and look over the procedures in place at your place of work (record above steps if necessary)	Question ID: 000000007576936 Below are the actions one should take when handling customer complaints. Place them in the correct order. a. Evaluate-make sure the customer is satisfied (5) b. Tell the customer what actions are going to be taken (4) c. Apologize (2) d. Take action (3) e. Listen (1) Question ID: 000000007576937 What is the first step when dealing with a customer complaint? Listen to the customer Apologize Take action to resolve the problem	

5. Essential SCA Training Documents

- SCA Barista Foam Standards
- SCA Latte Art Standards
- SCA Barista Drink Standards
- SCA Coffee Taster's Flavor Wheel (English)
- SCA Water Chart

All documents are available at the AST Portal under Curriculum and Exams/Barista Skills.

6. Required Equipment and Supplies List

Available at the AST Portal under Resources/Venue Requirements.

Any items available in the SCA US or UK store are noted and a link directly to the store is provided.

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8. Appendices

Appendix A: SCA Barista Routines

Name	Steps			
A.01.01 Espresso	 remove portafilter from grouphead and flush grouphead knockout spent grounds and wipe basket clean and dry dose desired grams of coffee distribute coffee to minimize risk of channeling tamp consistently, level & ergonomically clean loose grounds from portafilter surfaces insert portafilter into the group head and start the pump immediately, as one continuous motion observe the flow and stop pump appropriately if no further drinks are being made, remove the portafilter, knock out spent grounds, clean filter and return to the grouphead to maintain temperature 			
A.01.02 Milk	 empty and clean pitcher before use purge steam wand before foaming wipe steam wand immediately after use purge steam wand after wiping 			
	During the day:			
	 back flush and brush grouphead/ shower screen throughout the day remove basket from portafilter and clean with hot water throughout the day 			
	At the end of the day:			
A.01.03 Daily cleaning	 empty and wipe the bean hopper grind and discard the last of the coffee from the grinder and/or empty the doser- chamber and brush out all excess grounds back flush grouphead with espresso machine detergent brush shower screen and rinse grouphead with water until detergent is rinsed out drop shower screen and soak in hot water and detergent, rinse thoroughly and reassemble remove basket from portafilter and soak in hot water and detergent, rinse thoroughly and reassemble clean steam wand thoroughly, checking the steam tip holes for milk residue remove and clean the drip tray 			

Appendix B: SCA Brew Parameters				
Name	Steps	Reference		
B.02.01 SCA Brew Parameters for Espresso		AST - Live - Carbon dioxide degassing from coffee and impact on freshness and espresso extraction; Samo Smrke, Marco Wellinger, Tomonori Suzuki, Chahan Yeretzian		