



**COFFEE
SKILLS
PROGRAM**

Barista Skills

Intermediate



Barista Skills (Espresso): INTERMEDIATE			
Title of module		Barista Skills (espresso)	
Level		Intermediate	
Minimum recommended course hours		14 hours including exams 12 hours excluding exams	
Course aim		Overview: Designed to test key core and more advanced skills and understanding, expected from a competent barista (for example, from someone working as a barista for 6 months or more). Successful candidates should be able to dial in a brew recipe, make a full range of drinks with quality and speed, as well as understand the basic requirements for customer service and maintenance.	
Information for trainer		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.	
Subject/ code	Sub code	Knowledge / Skill <i>(what does the student need to know/what should the student be able to do)</i>	Objective <i>(what does the student need to do to demonstrate knowledge or skill)</i>
2.01 COFFEE BEANS	2.01.1	The components of blend/single origin being used	Can name varieties and origins of the blend/single origin being used as provided by instructor/manager Could describe the flavor and body to a customer
	2.01.2	Different species/varieties and accompanying typical profile flavor.	Can name at least 2 Arabica varieties
	2.01.3	Different geographic origins and describe typical profile flavor.	Identifies geographic origins of three distinct coffees from different continents

	2.01.4	Different processing methods affects (washed/natural/pulp natural) flavor. (NB: New SCA descriptions - Seed dried / Parchment dried / Pulp dried / Fruit dried)	Describes how the processing method affects coffee flavor and body Distinguish by taste the difference between washed/seed dried process and natural/seed dried process
	2.01.5	Degassing period of fresh coffee, and also aged coffee, affects coffee performance/flavor	Analyze different flavors and performances of coffee from different roast dates
2.02 WORKSPACE MANAGEMENT	2.02.1	Layout of key equipment, accessories and ingredients – to promote speed and efficiency Layout of key equipment, accessories and ingredients – to achieve smooth workflow (starting from the grinder, moving to the espresso machine and refrigerator and ending at the customer service counter)	Analyze and place all equipment and accessories to achieve efficient, logical workflow
	2.02.2	Demonstrates the ability to prepare espresso or steam milk and finish espresso-based beverages to SCA Standards in cooperation with another barista	Understands and can perform concepts of "double baring" or working in pairs
2.03 GRINDING, DOSING AND TAMPING	2.03.1	Advantages and disadvantages of 'on-demand' grinders and traditional grinder with a dosing chamber	Discuss differences and effects to the dose between a dose/traditional grinder and a doserless/grind on demand grinder Is aware that changes in grind setting on an on demand grinder will have corresponding changes in the dose output
	2.03.2	Effect of heat generated by the grinder itself or other climatic and environmental conditions	Can describe and predict changes to the coffee due to heat issues as well as predict required changes to grind size
	2.03.3	Grinding, dosing, distributing and tamping consistently impacts taste and efficiency	Discuss and describe the role of consistency

			in grinding, dosing, distributing and tamping
	2.03.4	Causes of channeling (uneven distribution of the dose, tamping on a slant, banging group handle after tamping, using a clogged or poorly made filter basket)	Identifies and corrects causes of channeling
2.04 EXTRACTION & BREWING	2.04.1	Produces a balanced espresso by manipulating barista-controlled variables	<ul style="list-style-type: none"> • Identifies heightened acidity of under-extraction, and heightened bitterness of over-extraction, and the balance with sweetness achieved with a good extraction • Can describe how to correct imbalance by changes in dose quantity, grind texture, water temperature and water quantity • (Balance may be assessed by discussions with candidate on the taste of the espresso or by measurement of extraction percentage) • Recognizes that flavor compounds do not dissolve uniformly, and different flavors extract at different times • Identifies (by taste and appearance) the production order of an espresso split into 3 parts

	2.04.2	Relationship between input and output and how taste can help distinguish the differences between different brew recipes, expressed both as EBF (Espresso Brew Formula) and Brew ratio	<ul style="list-style-type: none"> • Taste and describe key differences between 2 recipes, 1 made at 40% EBF vs 1 made at 60% EBF • Describe and correlate both to body, flavor, and strength of extraction • Understand how a refractometer is used in measuring this evaluation/extraction % • Recognize brew ratios based on different dose/yield recipes
	2.04.3	Terminology from SCA Flavor Wheel and how it describes specific flavor attributes of espresso	Recognize, read and be able to use the SCA Flavor Wheel to define a specific flavor apparent in the coffee
	2.05.1	Composition of dairy milk and the role each component (mainly protein and fat) plays in foaming ability, quality and stability of foam	<p>State basics of the make up of milk and how it is processed. Explain the function of protein and the effect of different fat content in milk steaming</p> <p>Can recognize the required quality of foam in line with SCA Foam Quality Guide</p>
2.05 MILK TECHNIQUES	2.05.2	Role of protein content in milk substitutes and how steaming techniques are necessary to produce properly textured microfoam	<p>Can recognize and demonstrate the required quality of foam inline with SCA Foam Quality Guide</p> <p>Demonstrate foaming milk alternatives... to achieve the right texture and temperature and can describe the limitations of some</p>

			alternatives to be able to foam (e.g. rice milk)
	2.05.3	Problems caused by the deterioration of the milk through age, temperature, and deterioration of fats and proteins from incorrect storage conditions, and incorrect foaming technique	Identify potential causes of incorrect milk foam
	2.05.4	Demonstrate consistently milk steaming techniques to produce foam level, texture, and temperature according to SCA best practices (Level 2 or above)	<p>Foams milk to produce consistently high quality micro-foam (Level 2 or above on the SCA Foam Quality Guide)</p> <p>Pours milk to achieve correct foam level as well as the right texture and temperature for the drink</p> <p>Desirable range 55c-65c (131-149F) (Maximum temperature 70c/158F, Minimum of 50c/122F). All temperatures measured in the cup, not the pitcher/jug</p>
	2.05.5	Demonstration of ability to 'free pour' two different latte art patterns to reasonable standards	Freepours' latte art pattern consistently to a reasonable standard or higher as set out in the SCA Latte Art Standards
	2.05.6	Prepare milk for multiple drinks utilizing pitcher sharing and/or pouring techniques	Demonstrates the ability to steam in a single pitcher/jug, save foam in a second pitcher/jug, and produce two cappuccinos according to SCA Standards
2.06 BARISTA MENU	2.06.1	Demonstration of preparation of a range of commonly ordered drinks to a good standard (espresso, macchiato, americano, cappuccino, latte, flat white)	Prepare multiple beverages at different ratios of espresso to milk (from traditional macchiato to latte) and describe the difference in taste

			Final drinks to comply with quality standards as laid out in the practical examination paper and SCA Drinks Definitions
	2.06.2	Demonstration of managing a complex order of drinks to a high standard – prepared quickly with efficient use of the espresso machine	<p>Prepares a complex order of 4 beverages to a consistently high standard quickly and efficiently - within 5 minutes</p> <p>Demonstrate steaming milk and extracting espresso simultaneously</p>
2.07 HYGIENE, HEALTH & SAFETY	2.07.1	Organization and operational policies and procedures (for beverage preparation and service, cleaning and storage) – to keep everything in the espresso workspace safe and hygienic	Implements policies and procedures for hygiene and safety, taking local laws and manufacturer's instructions into consideration
	2.07.2	Risks of foodborne illness and allergies through managing personal hygiene, workplace hygiene, and avoiding contamination in a workplace	<ul style="list-style-type: none"> • Identifies and minimizes risks related to cross contamination • Color codes wipes and uses different ones for different purposes • Empties and cleans pitcher/jug between each use • Practices hygienic personal habits
	2.07.3	Risks of direct contamination in an espresso workspace (wipes and not rinsed regularly, steam wands not being cleaned immediately after each use, milk left out of the refrigerator, incorrect storage temperatures for potentially hazardous foods, beans and condiments left in open containers, vermin contaminating ingredients, leaving splashes and spills left machines and the workspace, sneezing and coughing over the workspace)	<ul style="list-style-type: none"> • Predicts and minimizes risks related to direct contamination. • Wipes and cloths are rinsed regularly. • Milk is kept in the refrigerator when not in use. • Operating temperature for the refrigerator is checked and

			<ul style="list-style-type: none"> • maintained at legal temperatures • Stores all potentially hazardous foods (milk, cream etc.) at the correct legal temperatures • Stores dry foods (beans, chocolate etc.) to prevent access by vermin • Practices stock rotation all storage areas • Regularly cleans all splashes, drips and spills from machinery, accessories and workspace. • Covers mouth and rinses hands regularly when coughing and sneezing
	2.07.4	Risks of workplace injury through managing repetitive motion, identifying sources for workplace injury (grinders, hot water, steam wand), preventing spills, leaks, or other walking hazards	<ul style="list-style-type: none"> • Takes care when cleaning around the burrs in the grinder • Takes care when using steam and hot water from the espresso machine • Flushes cleaning chemicals from espresso machine and grinder properly • Takes care when back flushing the espresso machine • Stores cleaning chemicals away from foods • Cleans up spills and has leaks fixed immediately • Keeps electrical cords away from water • Uses correct/safe techniques for carrying heavy items and tamping

2.08 CUSTOMER SERVICE	2.08.1	Steps of service recovery / complaint handling	Can list the steps of customer recovery. Listen / Don't take it personally / Offer a sincere apology / Take appropriate action, keeping customer informed / Never deny or explain / Evaluate
	2.08.2	High standards of personal presentation	Maintains neat and tidy personal presentation
	2.08.3	Good communication skills	Listens well and speaks clearly
	2.08.4	Meet customer's needs while retaining awareness of café standards	Focuses on customer's needs and offers solutions that maintain standards. Advises the customer to best meet their needs
	2.08.5	Good techniques to provide a high standard of customer service when greeting customer and taking orders	<ul style="list-style-type: none"> • Greets customer appropriately • Requests order and answers questions accurately about the preparation and service of drinks ordered • Manages a queue through taking orders efficiently • Identifies what the customer is ordering (their true drink order, including any special requests) • Uses appropriate body language, tone and attitude when communicating with customers • Uses techniques to remember what customers order
	2.08.6	Good techniques to provide a high standard of customer service when preparing orders for customers	<ul style="list-style-type: none"> • Uses preparation techniques that save time and energy • Prepares drinks to a consistently high standard

			<ul style="list-style-type: none"> • Prepares orders according to customers' special requests (a different type of milk, decaffeinated beans, more or less foam, hotter or cooler, larger or small, stronger or weaker etc) • Maintain communication with customer during preparation of order
2.09 CLEANING, MAINTENANCE & TROUBLE - SHOOTING	2.09.1	Importance of good techniques for daily cleaning of the grinder and espresso machine	<ul style="list-style-type: none"> • Describes how regularly cleaning the machine creates beverages that taste good, protects the long-term health of the equipment, and maintains a positive image to customers • Can list or describe the hygiene issues and operational issues (blockages etc.) related to not properly purging and wiping the steamwand • Wipe/washes and dries the bean hopper • Empties the doser chamber and brushes out all excess ground coffee beans thoroughly • Wipes splashes and spills on outside of grinder • Back flushes the espresso machine with coffee detergent at least once a day • Brushes and cleans group heads of all excess coffee beans and oils

			<ul style="list-style-type: none"> • Flushes and cleans steam wands • Removes and cleans drip tray • Wipes splashes and spills on outside of espresso machine
	2.09.02	The difference between single and multiple boiler espresso machines	Can explain how single and multiple boiler espresso machines function, mainly in how water moves through the boiler system and potentially affects temperature stability
	2.09.3	The process and importance of... <ul style="list-style-type: none"> • Pump pressure adjustment • cleaning and changing grinder burrs • changing a gasket on the grouphead (including dispersion screen) • reassembling steamwands • changing water filters 	Understands the importance of basic preventative maintenance and adjustments to the espresso machine
2.10 CAFE MANAGEMENT	2.10.1	Costs involved in preparing and serving espresso beverages (cost of ingredients, including wastage)	Stores ingredients correctly to prevent spoilage Uses preparation techniques that minimize waste

References:

Title	Author	Type of Reference
The Professional Barista's Handbook	Scott Rao	Book
The Espresso Coffee Production System	Franco E Mauro Bazzara	Book
The Coffee Tasting Book	Franco E Mauro Bazzara	Book
Coffee Basics Posters	Kaffe Konsulat	Posters
The World Atlas of Coffee	James Hoffman	Book
Coffee Obsession	Anette Moldvaer	Book
Espresso Quest	Instaurator	Book