

# STANDARD OPERATING PROCEDURE

EDUCATIONAL TEMPLATE - FILL IN THE BLANKS

## DOCUMENT INFORMATION

SOP Title:	Office Coffee Preparation	SOP Number:	SOP-KC-001
Department:	Administration	Version:	1.0
Effective Date:	June 18, 2025	Review Date:	June 18, 2026
Prepared By:	Sarah Martinez	Approved By:	James Wilson

## 1. PURPOSE

What is the main goal of this procedure?

To provide standardized instructions for preparing fresh coffee in the office kitchen, ensuring consistent quality, food safety, and proper equipment maintenance for all staff members.

Who should follow this procedure?

All office staff members, interns, and visitors who wish to prepare coffee in the shared kitchen area.

## 2. SCOPE

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### What activities does this SOP cover?

This SOP covers the complete coffee preparation process including: equipment setup, water filtering, coffee measuring, brewing, serving, and cleanup. It also includes daily maintenance tasks such as cleaning the coffee maker and replacing filters.

### What is NOT included in this procedure?

Deep cleaning of equipment, repair of broken machines, ordering coffee supplies, or preparation of specialty drinks requiring additional equipment.

## 3. RESPONSIBILITIES

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**Job Title:** Office Manager

### Responsibilities:

Ensure coffee supplies are stocked, schedule equipment maintenance, train new employees on coffee procedures, and address any equipment issues.

**Job Title:** All Staff Members

### Responsibilities:

Follow proper coffee preparation procedures, clean up after use, report equipment problems immediately, and be considerate of others waiting to use the machine.

**Job Title:** Kitchen Coordinator

### Responsibilities:

Perform daily cleaning and maintenance of coffee equipment, monitor supply levels, and ensure kitchen area remains sanitary and organized.

4. MATERIALS AND EQUIPMENT NEEDED

Item	Quantity	Purpose
Coffee maker machine	1	Primary brewing equipment
Ground coffee	2-3 scoops	Coffee brewing material
Filtered water	8-12 cups	Brewing liquid base
Paper filters	1	Filter coffee grounds

5. STEP-BY-STEP PROCEDURE

STEP 1: Preparation and Setup

What to do:

Check that the coffee maker is clean and plugged in. Ensure there is fresh water in the reservoir and ground coffee is available. Wash hands thoroughly before handling any equipment or supplies.

Safety notes:

Ensure the coffee maker is turned off before setup. Check that the hot plate is cool to touch. Keep water away from electrical connections.

**STEP 2: Install Filter and Add Coffee****What to do:**

Place a clean paper filter in the basket. Measure 2-3 scoops of ground coffee (approximately 1 tablespoon per cup of water desired). Distribute coffee evenly in the filter.

**Safety notes:**

Handle the glass carafe carefully to avoid breakage. Do not overfill the filter basket as this can cause overflow during brewing.

**STEP 3: Add Water and Start Brewing****What to do:**

Fill the water reservoir with cold, filtered water (8-12 cups depending on desired quantity). Place the carafe on the hot plate. Turn on the coffee maker and wait for brewing to complete (approximately 5-7 minutes).

**Safety notes:**

Use only cold water to prevent thermal shock to the machine. Ensure the carafe is properly positioned to avoid spills on the hot plate.

**STEP 4: Serve and Monitor****What to do:**

Once brewing is complete, carefully remove the carafe and serve coffee. Replace the carafe on the hot plate to keep remaining coffee warm. Monitor the coffee level and brewing time for quality control.

**Safety notes:**

The carafe and hot plate will be very hot - use caution when handling. Never leave an empty carafe on the hot plate as it may crack or break.

**STEP 5: Cleanup and Maintenance****What to do:**

After use, turn off the coffee maker and allow it to cool. Dispose of used filter and grounds. Rinse the carafe and wash with soap and water. Wipe down the machine exterior and surrounding counter area.

**Safety notes:**

Allow the hot plate to cool completely before cleaning. Unplug the machine before any detailed cleaning. Use appropriate cleaning supplies and avoid getting water in electrical components.

## 6. SAFETY REQUIREMENTS

**Personal Protective Equipment (PPE) Required:**

- ☒ Safety glasses ☐ Gloves ☐ Hard hat  
☐ Safety shoes ☐ Lab coat ☐ Other:

Heat-resistant gloves  
(optional)

**Main safety hazards:**

Hot surfaces (hot plate and carafe), electrical hazards from water near outlets, potential for burns from hot coffee or steam, glass breakage from carafe, and slipping hazards from spilled water or coffee.

**Emergency procedures:**

For burns: Run cold water over affected area and seek medical attention if severe. For electrical issues: Turn off machine immediately and unplug. For spills: Clean up immediately to prevent slipping. For glass breakage: Clear area, use broom and dustpan, dispose of glass safely. Report all incidents to office manager.

**7. QUALITY CHECKS**

**How do you know the procedure was done correctly?**

Coffee should have a rich aroma and color, brew cycle completes without overflow, machine and area are left clean and organized, all equipment is properly turned off, and no spills or safety hazards remain. Coffee should taste fresh and not bitter or weak.

**What records need to be kept?**

Daily cleaning checklist, equipment maintenance log, supply usage tracking, and any incident reports. Monthly equipment inspection records should also be maintained.

**8. TROUBLESHOOTING**

Problem	Possible Cause	Solution
Coffee tastes bitter or too strong	Too much coffee grounds used	Reduce coffee amount to 1-2 scoops per 6 cups water

Coffee tastes weak or watery	Too little coffee or too much water	Increase coffee grounds or reduce water amount
Coffee maker won't start brewing	Not plugged in or carafe not positioned	Check power connection and ensure carafe is properly seated

9. TRAINING REQUIREMENTS

What training is needed before using this SOP?

New employee orientation including hands-on demonstration of coffee maker operation, safety briefing on hot surface hazards, and review of cleaning procedures. Basic kitchen safety training is recommended.

How often should training be refreshed?

Annually or when procedures change

Who can provide this training?

Office Manager, Kitchen Coordinator, or any experienced staff member who has been designated as a trainer by management.

10. RELATED DOCUMENTS

List any related SOPs, forms, or reference materials:

- Kitchen Safety and Hygiene Guidelines - SOP-KS-002
- Equipment Maintenance Schedule - Form KM-100

- Supply Ordering Procedures - SOP-PO-015
- Incident Reporting Form - Form IR-001

## APPROVAL SIGNATURES

**Prepared by:**

Signature

Sarah Martinez

Print Name

June 18, 2025

Date

**Approved by:**

Signature

James Wilson

Print Name

June 18, 2025

Date

### INSTRUCTIONS FOR STUDENTS:

- Fill in all the blank boxes with appropriate information
- Think about a simple procedure you know (like making coffee, lab experiment, etc.)
- Be specific and clear in your descriptions
- Check all safety requirements that apply
- Make sure each step is in logical order