

FAN Café - Official Operations Manual

Version 2.0 | September 15, 2025

1. Introduction

- **Purpose:** Provide standardized procedures, recipes, and guidelines for all team members.
 - **Audience:** All employees, from new hires to experienced staff.
 - **Goal:** Ensure consistency, efficiency, and high-quality customer experiences.
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2. Daily Operations

2.1 Opening Checklist

- Step 1: Unlock the store and disarm the security system.
- Step 2: Turn on lights, music, and equipment (espresso machine, grinders, brewers).
- Step 3: Verify cash float in register matches logbook.
- Step 4: Stock milk fridge with all required milk types.
- Step 5: Ensure condiment bar is clean and fully stocked (sugar, stir sticks, napkins).

2.2 Hourly Checklist

- **Restroom Check:** Every hour, check cleanliness and restock toilet paper and soap.
- **Restocking:** Continuously monitor and restock condiment bar, milk fridge, and cup stations.
- **Trash:** Empty trash bins before they become full.

2.3 Closing Checklist (The "Last Out")

- Step 1: Clean espresso machine thoroughly (see Section 5.1).
 - Step 2: Empty and clean coffee grinders (see Section 5.2).
 - Step 3: Empty and clean coffee brewers.
 - Step 4: Restock milk fridge and barista station with all cups and sleeves.
 - Step 5: Verify cash handling (count register drawer, confirm float amount).
 - Step 6: Ensure all areas are restocked, clean, and ready for next shift.
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3. Beverage Recipes & Quality Standards

3.1 The FAN Espresso Standard

- **Dose:** 18 g finely ground coffee.
- **Yield:** 36 g liquid espresso.
- **Time:** 25-30 seconds to pull.
- **Adjustment:**
 - If shot is too fast (<25s), make grind finer.
 - If shot is too slow (>30s), make grind coarser.

3.2 Milk Steaming Standard

- Step 1: Pour cold milk into steaming pitcher (to the bottom of spout).
- Step 2: Place wand tip just below milk surface.
- Step 3: Stretch milk by introducing air until 37-40°C.
- Step 4: Submerge wand deeper, continue steaming to 60-65°C.
- Step 5: Tap pitcher to remove bubbles and swirl for glossy texture.

3.3 Drink Recipes (for a 12 oz / 350 ml cup)

3.3.1 Latte

- Step 1: Prepare one double shot of espresso into the cup.
- Step 2: Steam milk to smooth, velvety texture with a thin layer of foam.
- Step 3: Pour steamed milk into the espresso.

3.3.2 Cappuccino

- Step 1: Prepare one double shot of espresso into the cup.
- Step 2: Steam milk, creating a thicker, airy layer of foam.
- Step 3: Pour to create a balanced mix:
 - 1/3 espresso
 - 1/3 steamed milk
 - 1/3 foam

3.3.3 Americano

- Step 1: Fill cup 2/3 with hot water.
- Step 2: Prepare one double shot of espresso.
- Step 3: Pour espresso on top of water.

3.3.4 Matcha Latte

- **Step 1:** Sift 1 teaspoon (4g) of matcha powder into a mug to remove clumps.

- **Step 2:** Add 60ml of hot water (approx. 80°C) and whisk vigorously until a smooth, frothy paste is formed.
- **Step 3:** Add 1 pump of simple syrup (optional, confirm with customer).
- **Step 4:** Steam approximately 220ml of milk to the standard temperature (60-65°C).
- **Step 5:** Pour the steamed milk into the matcha paste and serve.

3.3.5 Mocha (Flavored Latte)

- Step 1: Add 2 pumps of chocolate sauce into cup.
- Step 2: Prepare one double shot of espresso into the cup.
- Step 3: Stir to combine.
- Step 4: Steam and pour milk as for latte.

4. Food Recipes & Preparation

4.1 Avocado Toast

- Step 1: Toast one thick slice of sourdough bread until golden brown.
- Step 2: In a small bowl, mash 1/2 a ripe avocado with a wedge of lemon, a pinch of salt, and a pinch of pepper.
- Step 3: Spread the mashed avocado evenly over the hot toast.
- Step 4: Garnish with a pinch of red pepper flakes and serve immediately.

4.2 Ham & Cheese Croissant

- Step 1: Carefully slice one large butter croissant in half horizontally.
- Step 2: Neatly layer 2 slices of Black Forest ham and 2 slices of Swiss cheese inside.
- Step 3: Heat in the countertop oven at 180°C for 3-5 minutes, until the cheese is fully melted.

4.3 Turkey Pesto Panini

- Step 1: Spread 1 tbsp of basil pesto on the inside of two slices of ciabatta bread.
- Step 2: On the bottom slice, layer 2 slices of provolone cheese, 3 slices of smoked turkey, and 2 slices of tomato.
- Step 3: Place the top slice of bread on and grill in a preheated panini press for 3-4 minutes.

4.4 Berry Yogurt Parfait

- Step 1: In a 9oz cup, place a layer of 1/4 cup (60g) of Greek yogurt.
- Step 2: Add a layer of mixed berries, then a layer of granola.
- Step 3: Repeat with the remaining yogurt, berries, and granola.
- Step 4: Drizzle with honey and store in the refrigerated display case.

4.5 Oatmeal Bowl

- Step 1: Add 1/2 cup (40g) of rolled oats to a serving bowl.
 - Step 2: Pour 1 cup (240ml) of hot water or steamed milk over the oats.
 - Step 3: Stir well and let it sit for 2-3 minutes to thicken.
 - Step 4: Top with brown sugar, berries, and sliced almonds before serving.
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5. Customer Service Standards

5.1 Greeting customers

- Step 1: Smile and greet every customer within 5 seconds of arrival.
- Step 2: Use a friendly tone: "Hi, welcome to FAN! What can I get started for you today?"
- Step 3: Make eye contact and acknowledge the next customer in line.

5.2 Taking Orders

- Step 1: Confirm drink size, type, and any modifications.
- Step 2: Repeat the order back to the customer.
- Step 3: Suggest an upsell (e.g., "Would you like a pastry with your latte today?").
- Step 4: Enter the order accurately in the POS system.

5.3 Handling Customer Complaints (L.A.S.T.)

- **Listen:** Let the customer explain without interruption.
- **Apologize:** Offer a sincere apology ("I'm so sorry that happened").
- **Solve:** Offer a solution immediately (e.g., remake the drink).
- **Thank:** Thank the customer for bringing it to your attention.

5.4 Refund Policy

- **Merchandise (mugs, coffee bags):** 14-day return with valid receipt.
 - **Food/drinks:** Remake or replace with item of equal value if unsatisfied.
 - **Manager Approval:** Any cash refund > \$50 requires manager authorization in POS.
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6. Equipment Maintenance

6.1 Espresso Machine

- **Daily (End of Day):**
 - Insert "blind" filter basket into portafilter.
 - Run backflush cycle with water 5x for 10s each.
 - Remove, rinse, and wipe group head screen.
- **Weekly:**
 - Perform chemical backflush (1 tsp Cafiza in blind filter, run cycle 5x).
 - Rinse with water-only backflush cycle 5x.
 - Soak portafilters/baskets in hot water with Cafiza (30 min), rinse.

6.2 Coffee Grinders

- **Daily:**
 - Brush dispensing chute to remove old grounds.
- **Weekly:**
 - Empty hopper, clean thoroughly with damp cloth.
 - Vacuum grind chamber.

6.3 Brewers

- **Daily:**
 - Rinse brew baskets and servers after each use.
 - Wipe exterior surfaces.
 - **Weekly:**
 - Run cleaning cycle with approved detergent.
 - Inspect spray heads for blockages.
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7. Food Safety & Hygiene

7.1 Personal Hygiene

- Wash hands before every shift, after breaks, and after handling trash.
- Wear clean uniform and name badge.
- Hair tied back; use cap or hairnet if necessary.
- Gloves required for handling ready-to-eat foods.

7.2 Cleanliness Standards

- Workstations must be kept clean and clutter-free.
 - Sanitize counters, handles, and POS surfaces every 2 hours.
 - Use only approved cleaning supplies (see Appendix A).
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8. Health & Safety

8.1 Emergency Procedures

- **Fire:** Pull alarm, evacuate customers, call 911.
- **Medical:** Call 911 immediately, then alert manager.
- **Power Outage:** Stop using equipment, follow manager's instructions.

8.2 Safety in Daily Operations

- Always use caution when handling hot liquids or steam wands.
 - Store cleaning chemicals away from food prep areas.
 - Use wet floor signs when mopping.
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9. Training & Development

9.1 Onboarding

- All new hires complete orientation and safety training before first shift.
- Shadow an experienced barista for at least 3 shifts.
- Pass initial skills assessment before working independently.

9.2 Continuous Learning

- Attend monthly refresher sessions on drinks, customer service, and safety.
- Complete e-learning modules as assigned.
- Participate in quarterly team reviews and feedback sessions.

9.3 Career Growth

- Barista → Shift Supervisor → Assistant Manager → Store Manager.
 - Each promotion requires passing both skills and leadership assessments.
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