

FAN Café - Official Operations Manual

Section 1: Welcome to FAN Café

1.1 Our Mission

To create a welcoming community space by serving exceptional coffee, providing friendly service, and maintaining a clean, comfortable environment. Every cup we serve and every interaction we have should brighten our customers' day.

1.2 Employee Standards

You are the face of FAN Café. We expect you to be punctual, professional, and positive. The standard dress code is the provided company T-shirt or apron, clean black or khaki pants, and closed-toe, non-slip shoes.

Section 2: Daily Operations Checklists

2.1 Opening Checklist (The "First In")

- **Security:** Disarm the security system using the code provided by the manager.
- **Lights & Ambiance:** Turn on all lights (main floor, kitchen, restrooms). Start the daily music playlist at a low volume.
- **Health & Safety:** Check and record the temperatures of all refrigerators and freezers in the daily logbook. Ensure they are within the safe zone.
- **Equipment Startup:**
 - Turn on the main espresso machine and coffee brewers to begin heating.
 - Turn on the grinders. Fill the hoppers with fresh coffee beans.
 - Turn on the Point-of-Sale (POS) system and pastry display case lights.

- **Coffee Calibration:** Pull and time a test shot of espresso. It must meet our quality standard (see Section 3.1).

Adjust the grinder setting if necessary.

- **Station Preparation (Restocking):**

- Ensure the condiment bar is clean and fully stocked (lids, sleeves, sugar, stir sticks, napkins).
- Stock the milk fridge with all required milk types.
- Stock cups and sleeves at the barista station.

- **Cash Handling:** Count the cash in the register drawer and verify it matches the opening float amount specified in the logbook.

2.2 Mid-Day Shift Checklist (Ongoing Tasks)

- **Customer Areas:** Wipe down all empty tables as soon as customers leave. Check and sweep floors as needed.
- **Restroom Check:** Every hour, check the restrooms for cleanliness and stock (toilet paper, soap).
- **Restocking:** Continuously monitor and restock the condiment bar, milk fridge, and cup stations.
- **Trash:** Empty trash bins before they become full.

2.3 Closing Checklist (The "Last Out")

- **Final Cleaning:**
 - Clean the espresso machine thoroughly (see Section 5.1).
 - Empty and clean the coffee grinders (see Section 5.2).
 - Empty and clean coffee brewers.
 - Wash all used dishes and utensils.
 - Wipe down all countertops, tables, and condiment bars.
 - Sweep and mop all floors.

- **Food & Inventory:**

- Consolidate and wrap any remaining pastries. Log any food waste.
- Restock the milk fridge and cup stations for the morning shift.

- **Cash Handling:**

- Close out the POS system and print the end-of-day sales report.
- Count the cash drawer, subtract the opening float, and prepare the final deposit bag. Log all amounts.

- **Final Shutdown:**

- Turn off all equipment (espresso machine, grinders, brewers, display case).
- Turn off music and designated lights.
- Take out all trash and recycling.

- **Security:** Lock all doors and arm the security system. Ensure the door is secure before leaving.

Section 3: Beverage Recipes & Quality Standards

3.1 The FAN Espresso Standard All espresso-based drinks begin with a perfect shot.

- **Dose:** 18 grams of finely ground coffee.
- **Yield:** 36 grams of liquid espresso.
- **Time:** The shot should take between 25-30 seconds to pull.
- **Action:** If the shot is too fast (<25s), make the grind finer. If it's too slow (>30s), make the grind coarser.

3.2 Milk Steaming Standard

- **Step 1:** Pour cold milk into the steaming pitcher (to the bottom of the spout).
- **Step 2:** "Purge" the steam wand for 2 seconds to clear any water.

- **Step 3:** Submerge the tip just below the milk's surface and begin steaming. Listen for a gentle "tearing" sound to incorporate air (aeration).
- **Step 4:** Once the pitcher feels warm, submerge the wand deeper to create a smooth, swirling vortex (emulsification).
- **Step 5:** Stop when the pitcher is hot to the touch (around 65°C / 150°F). Do not let it screech.
- **Step 6:** Tap the pitcher on the counter to remove large bubbles and swirl to create a glossy finish. Wipe and purge the steam wand immediately.

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

3.3.1 Latte

- **Step 1:** Prepare one double shot of espresso into the cup.
- **Step 2:** Steam milk to a smooth, velvety texture (thin layer of foam).
- **Step 3:** Pour the 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, more airy layer of foam than a latte.
- **Step 3:** Pour to create a balanced mix of 1/3 espresso, 1/3 steamed milk, and 1/3 foam.

3.3.3 Americano:

- **Step 1:** Fill the cup 2/3 full with hot water.
- **Step 2:** Prepare one double shot of espresso and pour it on top of the water.

3.3.4 Mocha (Flavored Latte):

- **Step 1:** Add 2 pumps of chocolate sauce into the cup.
- **Step 2:** Prepare one double shot of espresso into the cup and stir to combine.
- **Step 3:** Follow the standard latte procedure for steaming and pouring milk. Top with whipped cream if requested.

Section 5: Equipment Maintenance

5.1 Espresso Machine

- **Daily (End of Day):**

- Insert a "blind" filter basket into the portafilter.
- Run a backflush cycle with just water 5 times for 10 seconds each.
- Remove, rinse, and wipe the group head screen.

- **Weekly:**

- Perform a chemical backflush. Add one teaspoon of Cafiza cleaning powder to the blind filter and run the backflush cycle 5 times.
- Rinse thoroughly by running a water-only backflush cycle 5 more times.
- Soak portafilters and baskets in hot water with Cafiza for 30 minutes, then rinse.

5.2 Coffee Grinders

- **Daily:**

- Use a grinder brush to clean the dispensing chute of any old coffee grounds.

- **Weekly:**

- Turn off and unplug the grinder.
- Empty all beans from the hopper. Use a dry cloth to wipe out any coffee oils.

- Run grinder cleaning pellets (like Grindz) through the grinder to clean the burrs.

Section 6: Customer Service & POS

6.1 The FAN Service Standard

- **Greet:** Greet every customer with a smile and a "Hello, welcome!" within 5 seconds of them entering.
- **Engage:** Be attentive and helpful. If a customer is unsure, ask questions like "Are you looking for something hot or cold today?"
- **Thank:** Thank every customer and wish them a great day.

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

- **Listen:** Let the customer explain the issue fully without interrupting.
- **Apologize:** Offer a sincere apology, like "I'm so sorry that happened."
- **Solve:** Offer a solution immediately. For a drink made incorrectly, the best solution is always: "Let me remake that for you right away."
- **Thank:** Thank the customer for bringing the issue to your attention.

6.3 Refund Policy

- We offer a 14-day return policy on all merchandise (mugs, coffee bags) with a valid receipt.
- For drinks or food items, if a customer is unsatisfied, offer to remake it or replace it with another item of equal value.
- **Manager Approval:** Any cash refund over \$50 requires manager approval and their authorization code in the POS system.