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# FAN Café - Official Operations Manual (Normalized)

Version 2.0 | September 15, 2025

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## 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 6.1).
  - Step 2: Empty and clean coffee grinders (see Section 6.2).
  - 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 Core 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 (4 g) of matcha powder into a mug to remove clumps.
- Step 2: Add 60 ml of hot water (approx. 80°C) and whisk vigorously until smooth.
- Step 3: Add 1 pump of simple syrup (optional, confirm with customer).
- Step 4: Steam ~220 ml of milk to 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.

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## **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 9 oz cup, place a layer of 1/4 cup (60 g) 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 (40 g) of rolled oats to a serving bowl.
  - Step 2: Pour 1 cup (240 ml) 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 5× for 10s each.
- Remove, rinse, and wipe group head screen.

Weekly:

- Perform chemical backflush (1 tsp Cafiza in blind filter, run cycle 5×).
- Rinse with water-only backflush cycle 5×.
- 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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