

FAN Café - Official Operations Manual

Version 2.0 | September 15, 2025

Document Purpose: This document serves as the primary knowledge base for the FAN AI Assistant ("Aria"). The content and structure are optimized for machine learning, specifically for a Retrieval-Augmented Generation (RAG) system to provide accurate and context-aware answers to employee queries.

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. We are a part of our customers' daily routine and a cornerstone of the local neighborhood. Every cup we serve and interaction we have should brighten our customers' day.

1.2 Our Core Values (The "FAN" Standard)

- **F - Friendly & Welcoming:** We greet everyone with a genuine smile. We are patient, approachable, and learn the names of our regulars.
 - **Action Protocol:** Greet every customer within 5 seconds of their arrival.
- **A - Attentive & Accurate:** We listen carefully to customers and teammates. We take pride in the accuracy of our orders and the quality of our products.
 - **Action Protocol:** Keep all workspaces and customer areas clean and organized at all times. Repeat every order back to the customer for confirmation before payment.
- **N - Neighborly & Nimble:** We are active members of our community. We are proactive in solving problems, adaptable during a rush, and supportive of our teammates.
 - **Action Protocol:** If you see a task that needs doing (e.g., a spill, low stock), take initiative and handle it.

1.3 Employee Standards You are the face of FAN Café and an ambassador for our values. Punctuality, professionalism, and positivity are expected.

- **Dress Code:** Provided company T-shirt or apron, clean black or khaki pants, and closed-toe, non-slip shoes.
 - **Hygiene:** Personal hygiene must be impeccable. Long hair must be tied back, and jewelry kept to a minimum.
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Section 2: Daily Operations Checklists

2.1 Opening Checklist

- ☐ **Security:** Disarm the security system.
- ☐ **Ambiance:** Turn on all lights and start the daily music playlist at Level 3.
- ☐ **Health & Safety:** Check refrigerator temperatures (must be $\leq 4^{\circ}\text{C}$) and freezer temperatures (must be $\leq -18^{\circ}\text{C}$). Record all temperatures in the logbook.
- ☐ **Equipment Startup:** Turn on the espresso machine, brewers, and grinders.

Rationale: The espresso machine requires at least 20 minutes to heat up to the correct temperature for quality coffee.

- ☐ **Coffee Calibration:** Pull a test shot of espresso, weighing the dose (18g), yield (36g), and timing the extraction (25-30s).

Rationale: This is a mandatory daily task. An uncalibrated machine will produce poor-quality drinks all day.

- ☐ **Station Restocking:** Perform a full restock of all stations, including milks, syrups, lids, sleeves, sugars, and cups.
- ☐ **Cash Handling:** Count the cash in the register and verify it matches the opening float amount.

2.2 Mid-Day Checklist

- ☐ **"Always Ready" Principle:** Your goal is to ensure the café is always ready for the next customer. After serving someone, immediately scan for what needs doing next.
- ☐ **Customer Areas:** Wipe tables immediately after customers leave. Sweep the floor every two hours at a minimum.
- ☐ **Restroom Check:** Check and restock restrooms on the hour, every hour.
- ☐ **Condiment Bar:** Wipe down and restock every 30 minutes during peak times.

2.3 Closing Checklist

- ☐ **Final Cleaning:** Perform a full chemical backflush of the espresso machine. Disassemble and clean grinder burrs. Clean and sanitize all surfaces. Sweep and mop all floors.
 - ☐ **Food & Inventory:** Log all food waste accurately using the waste log sheet. Perform a full restock so the opening team can start immediately.
 - ☐ **Cash Handling:** Print the two end-of-day reports from the POS system. Prepare the deposit bag. The final count must be double-checked by the shift lead.
 - ☐ **Final Shutdown:** Turn off all equipment at the wall socket where possible. Take out all trash. Lock all doors and arm the security system.
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Section 3: Beverage Quality Standards & Visual Guides

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.
- **Troubleshooting Q&A:**
 - **Q: My shot is too fast (<25s). What do I do?**

A: Make the grind setting finer.
 - **Q: My shot is too slow (>30s). What do I do?**

A: Make the grind setting coarser.
- 📺 **Video Guide:** [How to Dial In Espresso - A Beginner's Guide](#)
 - This tutorial clearly explains the relationship between dose, yield, and time.

3.2 Milk Steaming Standard

- **Step 1:** Pour cold milk into the steaming pitcher.
 - **Step 2:** "Purge" the steam wand for 2 seconds to clear water.
 - **Step 3:** Submerge the tip just below the surface to incorporate air (aeration).
 - **Step 4:** Submerge the wand deeper to create a smooth, swirling vortex (emulsification).
 - **Step 5:** Stop when the pitcher is hot to the touch (approx. 65°C / 150°F).
 - **Step 6:** Tap and swirl the pitcher, then immediately wipe and purge the steam wand.
 - 📺 **Video Guide:** [How to Steam Milk for Beginners](#)
 - Pay close attention to the "vortex" technique for creating silky microfoam.
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Section 4: Menu Recipes & Preparation

Drink Recipes (12oz / 350ml)

1. 🥤 Iced Caramel Latte

- **Standard Recipe:**
 - **Ingredients:** 1 double shot espresso, 2 pumps caramel syrup, 180ml milk, ice.

- **Steps:** 1. Pump syrup into a cup. 2. Fill with ice. 3. Pour in milk. 4. Top with fresh espresso.
- ⚡ **Rush Hour Tip:** During peak times, pre-fill several plastic cups with ice and store them in the freezer to minimize assembly steps.
- 🎥 **Video Guide:** [How to Make an Iced Caramel Latte](#)
- 😊 **Common Questions:**
 - **Q: The customer said it's not sweet enough. What do I do?**

A: Offer to add one more pump of caramel syrup and stir it in for them with a long spoon.
 - **Q: Why doesn't my drink have nice layers?**

A: To get layers, you must pour the hot espresso shot *slowly* over the cold milk and ice. Doing it too fast will cause it to mix immediately.

2. 🍵 Iced Matcha Latte

- **Standard Recipe:**
 - **Ingredients:** 1 tsp matcha powder, 60ml hot water, 1 pump simple syrup (optional), 180ml milk, ice.
 - **Steps:** 1. Whisk matcha and hot water into a smooth paste. 2. Pump syrup into a cup (if requested). 3. Add ice and milk. 4. Pour the matcha paste on top.
- ⚡ **Rush Hour Tip:** Prepare a small batch of **matcha base** (whisked matcha and water) in the morning and store it in a sealed bottle in the fridge.
- 🎥 **Video Guide:** [How to Make a Perfect Iced Matcha Latte](#)
- 😊 **Common Questions:**
 - **Q: Why is my matcha latte clumpy?**

A: You must make a smooth paste by whisking the matcha powder with a small amount of hot water first. Mixing powder directly with cold milk causes clumps.
 - **Q: The drink looks pale. Why?**

A: Ensure you are using the correct amount of matcha powder (1 level teaspoon). Too little powder will result in a weak color and flavor.

3. 🍫 Mocha Frappé

- **Standard Recipe:**
 - **Ingredients:** 1 double shot espresso, 2 pumps chocolate sauce, 120ml whole milk, 1 cup of ice, 1/4 tsp xanthan gum.
 - **Steps:** 1. Combine all ingredients in a blender. 2. Blend on high until smooth. 3. Top with whipped cream.

- ⚡ **Rush Hour Tip:** Create "frappé packs" by pre-portioning the chocolate sauce and xanthan gum into small, sealed containers.
- 📺 **Video Guide:** [Easy Mocha Frappuccino Recipe](#)
- 😊 **Common Questions:**
 - **Q: My frappé is too watery. What went wrong?**

A: You either forgot the xanthan gum (which acts as a stabilizer) or the ice-to-liquid ratio was off. Ensure you use a full cup of ice.
 - **Q: Can I use hot espresso?**

A: It's best to use chilled espresso. A hot shot will melt more ice and can lead to a thinner, less creamy texture.

4. 🔥 Classic Hot Chocolate

- **Standard Recipe:**
 - **Ingredients:** 3 pumps chocolate sauce, 250ml milk.
 - **Steps:** 1. Pump sauce into a mug. 2. Steam milk to ~65°C. 3. Pour a little milk and stir to mix, then pour the rest. 4. Top with whipped cream.
- ⚡ **Rush Hour Tip:** Begin steaming the milk at the same time as you are pumping the chocolate sauce into the mug to overlap tasks.
- 📺 **Video Guide:** [Barista-Style Hot Chocolate](#)
- 😊 **Common Questions:**
 - **Q: The customer says it's not "chocolatey" enough. What should I do?**

A: Offer to add one more pump of chocolate sauce and stir it in thoroughly for them.
 - **Q: Why is my steamed milk bubbly instead of foamy?**

A: You may have kept the steam wand tip too close to the surface for too long. Submerge the wand deeper after the initial 1-2 seconds of aeration to create a smooth, creamy microfoam.

5. 💧 Specialty Pour-Over Coffee

- **Standard Recipe:**
 - **Ingredients:** 22g medium-ground coffee, 350g hot water (~94°C).
 - **Steps:** 1. Rinse filter. 2. Add grounds. 3. Bloom with 50g of water for 30s. 4. Pour the remaining 300g of water in slow circles. Aim for a 3:00-3:30 total brew time.
- ⚡ **Rush Hour Tip:** This is a craft beverage. Politely manage customer expectations by informing them of the ~4 minute wait time.
- 📺 **Video Guide:** [Ultimate Pour-Over Guide \(James Hoffmann\)](#)

- 🤔 **Common Questions:**
 - **Q: Why is my coffee taking too long to drain?**

A: Your grind is likely too fine, which is clogging the filter. Adjust the grinder to a slightly coarser setting.
 - **Q: The coffee tastes weak or watery. Why?**

A: Your grind is likely too coarse, causing the water to run through too quickly. Adjust to a slightly finer setting.
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Food Preparation

1. 🥑 Avocado Toast

- **Standard Recipe:**
 - **Ingredients:** 1 slice toasted sourdough, 1/2 mashed avocado mixed with lemon juice, salt, pepper. Garnish with red pepper flakes.
- ⚡ **Rush Hour Tip:** Prepare an "avo mix" batch each morning by mashing several avocados with seasonings and storing it in an airtight container.
- 📺 **Video Guide:** [5-Minute Avocado Toast](#)
- 🤔 **Common Questions:**
 - **Q: Why did the avo mix turn brown?**

A: It was exposed to air without enough lemon juice. Press plastic wrap directly onto the surface of the mix to prevent oxidation.
 - **Q: A customer wants gluten-free avocado toast. Can we do that?**

A: Yes, but only if we have certified gluten-free bread available. Use a separate toaster and prep area to avoid cross-contamination and confirm with the shift manager.

2. 🥪 Ham & Cheese Croissant

- **Standard Recipe:**
 - **Ingredients:** 1 butter croissant, 2 slices Black Forest ham, 2 slices Swiss cheese. Heat in the oven at 180°C for 3-5 mins.
- ⚡ **Rush Hour Tip:** Pre-assemble multiple croissants, wrap them individually, and store them in the fridge. To serve, just unwrap and place in the oven.
- 📺 **Video Guide:** [How to Make a Hot Ham and Cheese Croissant](#)
- 🤔 **Common Questions:**
 - **Q: The cheese isn't melting but the croissant is burning. What's wrong?**

A: The oven temperature is likely too high. Ensure it is set to 180°C. If it continues, place the croissant on a lower rack.

3. 🥪 Turkey Pesto Panini

- **Standard Recipe:**
 - **Ingredients:** 2 slices ciabatta, 1 tbsp pesto, 3 slices smoked turkey, 2 slices provolone cheese. Grill in panini press for 3-4 mins.
- ⚡ **Rush Hour Tip:** Pre-assemble these sandwiches and wrap them, making it a single "grab and grill" action during the rush.
- 📺 **Video Guide:** [Easy Turkey Pesto Panini](#)
- 😊 **Common Questions:**
 - **Q: The inside of the panini is still cold. How can I fix this?**

A: The panini press may not have been fully preheated. Ensure the green 'ready' light is on before placing the sandwich inside. You can press it for another 60 seconds if needed.

4. 🍓 Berry Yogurt Parfait

- **Standard Recipe:**
 - **Ingredients:** 1/2 cup Greek yogurt, 1/4 cup granola, 1/4 cup mixed berries.
 - **Steps:** Create alternating layers of ingredients in a 9oz cup.
- ⚡ **Rush Hour Tip:** This item should be fully prepared before the morning rush begins and stored in the display case.
- 📺 **Video Guide:** [How to Make a Yogurt Parfait](#)
- 😊 **Common Questions:**
 - **Q: Why is my granola soggy?**



A: Ensure the berries are relatively dry and not watery when you layer them. The granola should also be layered between yogurt, not sitting in berry juice.

5. 🥣 Oatmeal Bowl

- **Standard Recipe:**
 - **Ingredients:** 1/2 cup rolled oats, 1 cup hot water or steamed milk. Top with brown sugar, berries, and nuts.
- ⚡ **Rush Hour Tip:** Pre-portion the dry oats and toppings into the serving bowls. When an order is placed, you only need to add hot water and fresh berries.
- 📺 **Video Guide:** [Perfect Oatmeal Every Time](#)
- 😊 **Common Questions:**
 - **Q: My oatmeal is too thick / too watery. What's the right ratio?**


A: Our standard is a 1:2 ratio (1 part oats to 2 parts liquid). If a customer has a preference, you can adjust slightly, but always start with this ratio.

5.1 Espresso Machine

- **Daily Cleaning (End of Day):**
 1. Insert the "blind" (solid) filter basket into the portafilter.
 2. Add 1/2 teaspoon of Cafiza cleaning powder.
 3. Insert the portafilter into the group head and run the brew cycle for 10 seconds. Stop for 10 seconds. Repeat this 5 times.
 4. Remove the portafilter. Run the brew cycle to rinse out any excess cleaner from the group head.
 5. Re-insert the portafilter (without cleaner) and repeat the backflush with just water to rinse thoroughly.
 6. Soak portafilters and baskets in a hot water/Cafiza solution for 30 minutes, then rinse completely.
- **Common Troubleshooting:**
 - **Leaking from the group head:** The rubber gasket is likely worn out. Do not use the group head and report it to the manager.
 - **No water coming out:** Check that the main water line to the machine is open. If it is, report the issue.
-  **Daily Cleaning Guide:** [How to Backflush an Espresso Machine](#)
-  **Weekly Cleaning Guide:** [Espresso Machine Cleaning with Cafiza](#)

5.2 Coffee Grinders

- **Weekly Deep Clean:**
 1. Turn off and unplug the grinder.
 2. Close the hopper shut-off valve and grind out any remaining beans.
 3. Remove the hopper and empty it. Use a dry cloth to wipe out coffee oils. Do not use water.
 4. Unscrew the top burr carrier and carefully remove the top burr.
 5. Use the grinder brush and a vacuum cleaner to remove all coffee grounds from the burrs and the grinding chamber.
 6. Reassemble the grinder carefully.
 - **Troubleshooting Q&A:**
 - **Q: What do I do if the grinder is jammed or just humming?**

A: A foreign object may be stuck in the burrs. Turn it off immediately, unplug it, and report it to the manager. Do not try to force it.
 -  **Video Guide:** [How to Clean Your Coffee Grinder](#)
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Section 6: Customer Service & POS

This section covers the official process for interacting with customers, from their first greeting to the final payment. Following this protocol ensures every customer feels welcomed, understood, and efficiently served.

6.1 The 3-Step Service Standard

- **1. Greet (The Welcome):**
 - Greet every customer with a genuine smile and a "Hello, welcome to FAN Café!" within 5 seconds of their arrival.
 - Make eye contact. If you are busy with another task, pause, look up, and acknowledge them with a nod and say, "I'll be right with you!"
- **2. Engage (The Order):**
 - This is the most critical step. Follow the detailed order-taking script in section 6.2 below. Your goal is to be a helpful guide, not just a processor. Be patient and attentive.
- **3. Thank (The Closing):**
 - After payment, thank the customer by name if it's on their card or loyalty account.
 - End with a warm closing, such as "Thank you, [Name]! We'll have your order ready for you at the pickup counter. Have a great day!"

6.2 The Art of Taking an Order (The Script)

Follow this sequence to ensure accuracy and efficiency.

- **Step 1: The Opening Question**
 - Start with an open-ended question: *"Hi there, what can I get started for you today?"*
- **Step 2: Listen & Clarify (Customizations)**
 - After the customer gives their initial order (e.g., "an iced matcha latte"), you must ask clarifying questions for any drink that has common variations.
 - **For Sweetness:** *"Would you like to add any sweetener to your matcha today?"*
 - **For Milk:** *"And would you like that with our standard 2% milk, or would you prefer an alternative like oat or almond milk?"*
 - **For Coffee:** *"How do you typically take your coffee? We can add cream or sugar for you now if you'd like."*
- **Step 3: Suggest & Upsell (Optional but encouraged)**
 - This should be a helpful suggestion, not a pushy sales tactic.
 - **Suggest a Pairing:** *"A ham and cheese croissant goes perfectly with a latte. Would you like to add one to your order?"*
 - **Suggest an Upgrade:** *"If you enjoy our lattes, I'd highly recommend trying it with oat milk. It makes it extra creamy and delicious."*
- **Step 4: The Read-Back (Confirmation)**
 - This is the most important step to prevent mistakes. Before moving to payment, repeat the entire order back to the customer.

- *"Okay, so that's one large iced matcha latte with oat milk and no sweetener, and one heated ham and cheese croissant. Does that all sound correct?"*

6.3 Handling Common Customer Scenarios

- **The Indecisive Customer:**
 - **Action:** Guide them with questions. Ask, *"Are you feeling like something hot or cold? Coffee or something else?"* Based on their answer, give them two specific recommendations. *"For a hot coffee, our classic Latte is very popular, or if you want something sweeter, the Mocha is fantastic."*
- **Handling Complaints (L.A.S.T. Model):**
 - **Listen:** Let the customer explain without interrupting.
 - **Apologize:** "I'm so sorry to hear that your drink wasn't right."
 - **Solve:** Offer an immediate solution. "Let me remake that for you right away."
 - **Thank:** "Thank you for letting us know so we could fix it."

6.4 POS & Payment Protocol

- **Entering the Order:** Enter items into the POS system as the customer is ordering to improve speed and ensure you don't forget anything.
- **Loyalty Program:** Before taking payment, always ask: *"Are you part of our FAN Loyalty program?"* If so, ask for their phone number to look them up.
- **Payment:** Clearly state the total amount. Process cash, credit/debit cards, or mobile payments efficiently.
- **Receipts:** Always ask if the customer would like a receipt.

Section 7: Advanced Scenarios & Problem-Solving

- **Q: What is the protocol for handling allergies?**

A: Never guess. State what you know is safe, check labels for what you don't, and involve a manager if there is any uncertainty.
- **Q: How do I handle a large group order (5+ drinks)?**

A: Use the "Acknowledge, Organize, Communicate" strategy. Read the full order back for confirmation, write names on each cup, and alert your teammates that a large order is in progress.
- **Q: What should I do with customer feedback I see on Google or other online sites?**

A: The policy is that only the management team addresses online reviews. Screenshot the review and send it to your manager. Do not reply yourself.

- **Q: What is the procedure for a power outage?**

A: Stay calm and stop all transactions, as the cash drawer will not open. Reassure customers and apologize for the inconvenience. The manager will decide on closing if the outage lasts more than 10 minutes.

- **Q: What do I do if I find a customer's bag left unattended?**

A: Do not touch it. If it has been there for more than 15 minutes, inform the shift manager, who will make an announcement and follow the official lost property procedure.

Section 8: Inventory & Supplier Management

8.1 Inventory Principles

- **FIFO (First-In, First-Out):** When restocking milk, always check the expiration dates. Move the milk expiring soonest to the front, and place the newest delivery in the back. This applies to pastries, juices, and all other perishable items.
- **Setting Par Levels:** "Par" is the ideal amount of stock we need to get through a busy day. Par levels are set by the manager (e.g., "Par for 2% milk is 12 cartons"). During your shift, if you notice an item is below its par level, write it on the "Items to Order" whiteboard.
- **Weekly Stock Count:** The Sunday closing shift uses a clipboard with the official stock sheet. Count every single item listed, not just an estimate. This data is critical for accurate ordering and financial tracking.

8.2 Managing Supplier Relationships

- **Receiving Deliveries:** When a delivery arrives (e.g., fresh pastries from a local bakery), check the delivery note against the physical items received. Ensure the quantity is correct and the items are not damaged. Report any discrepancies to the shift manager immediately.
- **Providing Feedback:** Our local suppliers are our partners. If you notice a drop in the quality of a product (e.g., croissants seem stale), provide constructive feedback to the shift manager so they can communicate with the supplier.

8.3 Protocol for Rejecting a Delivery:

- You have the authority to reject a delivery if it does not meet our standards.
- **Valid reasons for rejection:** Damaged packaging, items delivered are not what we ordered, or perishable goods are delivered warm.
- **Action:** Politely inform the delivery driver of the reason for rejection, make a clear note on the delivery invoice, and inform the manager immediately.

Section 9: Customer Loyalty & Community Engagement

9.1 The FAN Loyalty Program

- **Tier 1 (Friend):** Every 10th coffee is free.
- **Tier 2 (Insider):** After 50 purchases, the customer is upgraded. They get a 10% discount on merchandise, a free birthday drink, and early email access to seasonal menus.
- **Protocol:** When a customer redeems a reward, always be enthusiastic! Say, "Congratulations, you've earned a free coffee today!"

9.2 Social Media & Community Events

- **Social Media Policy (The "SHARE" Model):**
 - **S - Showcase Quality:** Post photos of beautiful latte art, fresh pastries, and clean store spaces.
 - **H - Highlight Community:** Feature our local partners (e.g., the bakery that supplies our croissants) or highlight a regular customer (with their permission!).
 - **A - Always Be Professional:** Do not post behind-the-scenes complaints, jokes about customers, or anything that does not align with our brand values.
 - **R - Respond Positively:** If you see a customer comment, "like" it. All direct replies or handling of negative comments must be done by the manager.
 - **E - Ensure Permission:** You absolutely must get clear, verbal permission before posting any photos with identifiable customers.
- **Hosting Events (e.g., Acoustic Music Night):**
 - During events, our main priority shifts from speed to hospitality. The goal is to create a wonderful ambiance.
 - **Your Role:** Ensure the performance area is clean and ready. Be attentive to the performers' needs (e.g., offer them water). Keep service running smoothly and quietly in the background. Be a great host for our community.