

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.
-

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.
-

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 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. Customer Service Standards

4.1 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.

4.2 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.

4.3 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.

4.4 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.
-

5. Equipment Maintenance

5.1 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.

5.2 Coffee Grinders

Daily:

- Brush dispensing chute to remove old grounds.

Weekly:

- Empty hopper, clean thoroughly with damp cloth.
- Vacuum grind chamber.

5.3 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.

6. Food Safety & Hygiene

6.1 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.

6.2 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).

7. Health & Safety

7.1 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.

7.2 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.

8. Training & Development

8.1 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.

8.2 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.

8.3 Career Growth

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

9. Appendices

Appendix A: Approved Cleaning Products

- Cafiza Cleaning Powder
- Food-safe sanitizer spray
- Coffee equipment brushes
- Microfiber cloths

Appendix B: Standard Abbreviations (for POS & Cup Marking)

- LAT = Latte
- CAP = Cappuccino
- AMER = Americano
- MOCH = Mocha
- ICED = Iced