**## FAN Café - Official Operations Manual**

**Section 1: Welcome to FAN Café**

* 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. **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.