**📖 FAN Training Manual (Structured Version)**

**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