



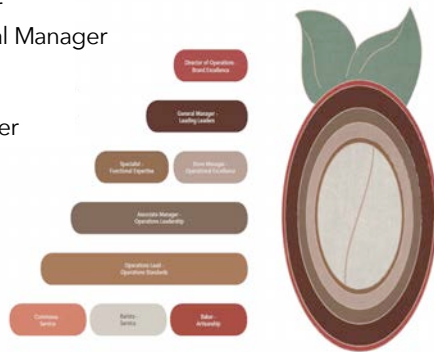
R.

JOBS, POSITIONS AND WORKFLOWS How we define the work

ROLE OVERVIEW

A Job a partner is responsible for and accountable to.

- General Manager
- Associate General Manager
- Store manager
- Specialist
- Associate Manager
- Operations Lead
- Baker
- Barista
- Commessa



POSITION OVERVIEW

Area of responsibility within a Play.

Within the Play, each partner will be assigned a position. While they are deployed in that role, the partner will utilize particular workflows to craft food & beverage, and serve our customers.

To maintain the desired customer experience, more partners will be added to the play and new positions will be assigned.

No matter which position they are in, all partners play a key role in delivering the *Roastery Experience* for Customer and one another.

- Concierge
- Server
- Retail Consultant
- Table Touch
- POS
- Bar
- Commessa
- Scoop Bar
- Consolidation
- Bar Support
- Back of House
- Zone Support
- Baking
- Runner
- Bartop Server
- Food

WORKFLOW OVERVIEW

Consistent work methods that can be taught and observed.

Workflows are designed to enable the delivery of the highest-quality service & products to our customers while, working efficiently & effectively.

Workflows also enable coaches to see the work in action so they can help the team improve and problem solve barriers in delivering the *Roastery Experience*.

Our Roastery Workflows are categorized in two ways, ***Craft Workflows & Service Method Workflows.***

Craft Workflow:

Work that is done to produce a food or beverage item.

Service Method

Workflows:

Methods used to serve our customers.



SERVICE METHOD WORKFLOWS First Service, Second Service & Total Service

FIRST SERVICE

WORKFLOW	KEY POINTS	REASONS WHY
WELCOME AND GUIDE	<ul style="list-style-type: none">Immediately, and assist customer with menu navigation	<ul style="list-style-type: none">Creates a welcoming environmentCreates comfort around an unfamiliar menu
SUGGEST	<ul style="list-style-type: none">Offer meaningful suggestions based on customer preference. <i>For example: brewed or espresso, hot or iced, taste profile (coffee flavor notes, sweetness, pairings)</i>	<ul style="list-style-type: none">Ensures customer satisfaction
INPUT	<ul style="list-style-type: none">Confirm orderPlace order with attention to modifications and preferences. Enter customer identifier	<ul style="list-style-type: none">Ensures customer satisfactionEnsures order accuracy and seamless order delivery
TENDER	<ul style="list-style-type: none">Card: offer receipt while swiping card	<ul style="list-style-type: none">Reduces customer wait time
FINISH	<ul style="list-style-type: none">Inform customers where order will be delivered and in what time frame	<ul style="list-style-type: none">Sets customer expectation

SECOND SERVICE

WORKFLOW	KEY POINTS	REASONS WHY
GREET AND INQUIRE	<ul style="list-style-type: none">Genuinely, while pre-bussing. Inquire about replenishment service	<ul style="list-style-type: none">Protects integrity of customer experience
SUGGEST	<ul style="list-style-type: none">Offer meaningful suggestion based on what you learn	<ul style="list-style-type: none">Ensures customer satisfaction
INPUT	<ul style="list-style-type: none">Place order via POS with attention to modifications and preferences.Route to appropriate station	<ul style="list-style-type: none">Ensures order accuracy and seamless order preparation
DELIVER	<ul style="list-style-type: none">Consolidated order	<ul style="list-style-type: none">Provides customer their full order and eliminates confusion
TENDER	<ul style="list-style-type: none">Close check	<ul style="list-style-type: none">Completes customer experience

TOTAL SERVICE WORKFLOW

WORKFLOW	KEY POINTS	REASONS WHY
WELCOME AND GUIDE	<ul style="list-style-type: none">Immediately, and assist customer with menu navigation	<ul style="list-style-type: none">Creates a welcoming environmentCreates comfort around an unfamiliar menu
SUGGEST	<ul style="list-style-type: none">Offer meaningful suggestions based on customer preference	<ul style="list-style-type: none">Ensures customer satisfaction
INPUT	<ul style="list-style-type: none">Place order via POS with attention to modifications and preferences.Route to appropriate station	<ul style="list-style-type: none">Ensures order accuracy and seamless order preparation
BUILD AND RECEIVE	<ul style="list-style-type: none">Use appropriate bar workflow and receive consolidated order	<ul style="list-style-type: none">Contributes to productionConfirms order quality and accuracy
DELIVER	<ul style="list-style-type: none">Consolidated order	<ul style="list-style-type: none">Provides customer their full order and eliminates confusion
INQUIRE	<ul style="list-style-type: none">Frequently pre-bus and replenish	<ul style="list-style-type: none">Protects integrity of customer experience
TENDER	<ul style="list-style-type: none">Close check	<ul style="list-style-type: none">Completes customer experience



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POSITIONS AND WORKFLOWS Bar Support & Bar Support Workflow

BAR SUPPORT POSITION OVERVIEW



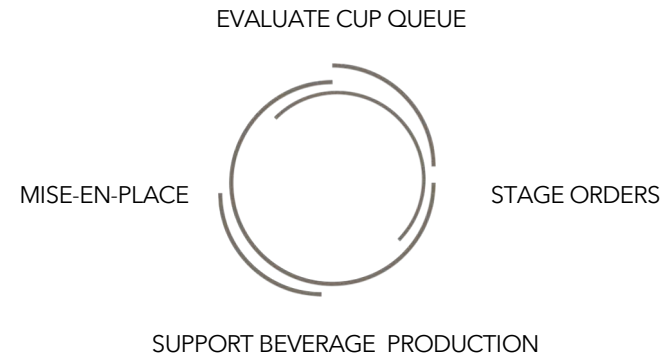
The Bar Support position is responsible for supporting the primary beverage production partner in crafting the highest quality beverages. Bar Support is critical in setting up the bar partner for success and enabling them to stay focused on their craft.

This partner will primarily leverage the *Bar Support Workflow* in order to execute their work. Partners should adopt additional workflows in response to customer and business needs.

SERVICE PHILOSOPHY STANDARDS

- Smile and offer a friendly, genuine greeting to customers waiting for their beverages
- Keep workstations clean, clutter free and customer ready
- Ensure orders are fulfilled in a timely manner

BAR SUPPORT WORKFLOW



- Support beverage production wherever demand is greatest
- Make beverages at whichever bar has the growing queue
- Hand completed beverages to consolidation partner
- Evaluate cup queue: set up primary bar partner for success by staging future orders (dose, grind, tamp, milk)
- Success in this role is defined by:
 - Enabling primary partner to maintain a fluid workflow, stay at their station and focus on beverage production
 - Beverage production is able to meet and stay ahead of customer demand- to avoid beverages stuck or waiting

ADDITIONAL WORKFLOWS LEVERAGED

- *Espresso Workflow*
- *Clover Workflow*
- *Siphon Workflow*
- *Pour Over Workflow*
- *Zone Support Workflow*



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POSITIONS AND WORKFLOWS Bartop Server & Bartop Service Workflow

BARTOP SERVER OVERVIEW

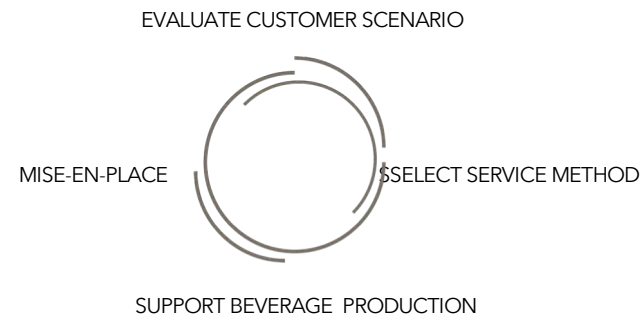


The Bartop Server position expertly delivers high-quality, handcrafted products & service through use of mastered techniques.

Bartop Servers will utilize appropriate craft workflows (espresso, siphon, chemex ect.), combined with the proper service method (1st, 2nd, Total Service) to deliver *Passion for Service* to our customers.

Partners should adapt workflows in response to customer and business needs.

BARTOP SERVICE WORKFLOW



SERVICE PHILOSOPHY STANDARDS

- Use open and approachable body language
- Smile and communicate with all customers in a friendly, genuine manner
- Demonstrate environmental awareness
- Produce beverages with intentionality and theater
- Be knowledgeable of all menu offerings
- Anticipate customer needs
- Ensure bar top remains clean and free of clutter

1ST, 2ND, & TOTAL SERVICE METHODS

FIRST SERVICE		
WORKFLOW	KEY POINTS	REASONS WHY
WELCOME	<ul style="list-style-type: none"> Greet Check identification immediately 	<ul style="list-style-type: none"> Creates a welcoming environment Ensure legal compliance
SUGGEST	<ul style="list-style-type: none"> Immediately assist customer with menu navigation & offer meaningful suggestions based on customer preference 	<ul style="list-style-type: none"> Ensures customer satisfaction
INPUT	<ul style="list-style-type: none"> Confirm order Place order with attention to modifications and preferences. Enter customer identifier 	<ul style="list-style-type: none"> Ensures customer satisfaction Ensures order accuracy and seamless order delivery
TENDER	<ul style="list-style-type: none"> Card offer receipt while swiping card 	<ul style="list-style-type: none"> Reduces customer wait time
FINISH	<ul style="list-style-type: none"> Inform customers where order will be delivered and in what time frame 	<ul style="list-style-type: none"> Sets customer expectation

SECOND SERVICE		
WORKFLOW	KEY POINTS	REASONS WHY
GREET AND INQUIRE	<ul style="list-style-type: none"> Genuinely, while pre-bussing. Inquire about replenishment service 	<ul style="list-style-type: none"> Protects integrity of customer experience
SUGGEST	<ul style="list-style-type: none"> Offer meaningful suggestion based on what you learn 	<ul style="list-style-type: none"> Ensures customer satisfaction
INPUT	<ul style="list-style-type: none"> Place order via POS with attention to modifications and preferences. Route to appropriate station 	<ul style="list-style-type: none"> Ensures order accuracy and seamless order preparation
DELIVER	<ul style="list-style-type: none"> Consolidated order 	<ul style="list-style-type: none"> Provides customer their full order and eliminates confusion
TENDER	<ul style="list-style-type: none"> Close check 	<ul style="list-style-type: none"> Completes customer experience

TOTAL SERVICE WORKFLOW		
WORKFLOW	KEY POINTS	REASONS WHY
WELCOME	<ul style="list-style-type: none"> Greet Check identification immediately Provide water service 	<ul style="list-style-type: none"> Creates a welcoming environment Space around bar is designated 21+ Ensure legal compliance Mark seat to establish initial service engagement
SUGGEST	<ul style="list-style-type: none"> Offer meaningful suggestions based on customer preference 	<ul style="list-style-type: none"> Ensures customer satisfaction
INPUT	<ul style="list-style-type: none"> Place order via POS with attention to modifications and preferences. Route to appropriate station 	<ul style="list-style-type: none"> Ensures order accuracy and seamless order preparation
BUILD AND RECEIVE	<ul style="list-style-type: none"> Use appropriate bar workflow and maintain consolidated order 	<ul style="list-style-type: none"> Contributes to production Confirms order quality and accuracy
DELIVER	<ul style="list-style-type: none"> Consolidated order 	<ul style="list-style-type: none"> Provides customer their full order and eliminates confusion
INQUIRE	<ul style="list-style-type: none"> Frequently pre-bus and replenish 	<ul style="list-style-type: none"> Protects integrity of customer experience
TENDER	<ul style="list-style-type: none"> Close check 	<ul style="list-style-type: none"> Completes customer experience



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POSITIONS AND WORKFLOWS Concierge & Concierge Workflow

CONCIERGE POSITION OVERVIEW



Concierge is responsible for greeting customers, familiarizing them with the space and curating their journey at the Roastery.

Concierge partners should use the *Concierge Workflow* to guide their work. Partners should adapt workflow in response to customer needs.

SERVICE PHILOSOPHY STANDARDS

- Smile and offer a friendly, enthusiastic greeting
- Be approachable and customer facing
- Be knowledgeable of menu offerings and Roastery space
- Demonstrate environmental awareness
- Ensure every customer is acknowledged, verbally or non-verbally
- Ensure every customer is thanked

CONCIERGE WORKFLOW

WORKFLOW	KEY POINTS	REASONS WHY
WELCOME	<ul style="list-style-type: none">• Immediately	<ul style="list-style-type: none">• Creates a welcoming environment
GUIDE	<ul style="list-style-type: none">• Provide overview of the space: Roasting side, retail, scoop bar, experience bar and main bar.	<ul style="list-style-type: none">• Creates comfort in unfamiliar space
CUSTOMIZE	<ul style="list-style-type: none">• Offer a customized journey based on customer agenda	<ul style="list-style-type: none">• Ensures customer satisfaction
THANK	<ul style="list-style-type: none">• Always!	<ul style="list-style-type: none">• Shows gratitude for customers visiting the Roastery



R.

POSITIONS AND WORKFLOWS Consolidator & Order Consolidation Workflow

CONSOLIDATOR POSITION OVERVIEW



Consolidator is deployed to support a bar within a zone & is responsible for order organization, fulfillment and plating. This partner is aware of chit times and is responsible for alerting the Playcaller of current or potential bottlenecks based on the chit content.

Consolidation baristas primarily use the *Consolidation Workflow* to execute their work. Partners should adopt additional workflows in response to customer and business needs.

SERVICE PHILOSOPHY STANDARDS

- Ensure food and beverage quality meets Roastery standards
- Fully execute plating standards
- Ensure orders are fulfilled in a timely manner
- Ensure operational gaps are communicated to Playcaller for follow up
- Communicate order details to customer upon delivery
- Stay customer-facing during low volume times

ORDER CONSOLIDATION WORKFLOW

WORKFLOW	KEY POINTS	REASONS WHY
RECEIVE	<ul style="list-style-type: none">• Order via chit system	<ul style="list-style-type: none">• Informs plate staging needs
ORGANIZE AND STAGE	<ul style="list-style-type: none">• Chit queue based on content• Stage	<ul style="list-style-type: none">• Creates comfort around unfamiliar menu items
ASSEMBLE	<ul style="list-style-type: none">• Gather order from various production channels to fulfill single chit order	<ul style="list-style-type: none">• Ensures customer satisfaction
PLATE	<ul style="list-style-type: none">• Execute plating standards	<ul style="list-style-type: none">• Creates an elevated presentation of coffee and food
HANDOFF	<ul style="list-style-type: none">• Completed order to runner	<ul style="list-style-type: none">• For customer delivery

ADDITIONAL WORKFLOWS LEVERAGED

- *Customer Delivery Experience Workflow*



R.

POSITIONS AND WORKFLOWS Food & Food Gather Workflow

FOOD POSITION OVERVIEW



The Food Position is deployed to the food station. Responsibilities include food production and delivery, merchandising & maintaining the food case and interacting with customers.

The Food partner will use the *Food Gather Workflow* and leverage food preparation sequencing. Partners should adopt additional workflows in response to customer and business needs.

SERVICE PHILOSOPHY STANDARDS

- Use open and approachable body language
- Communicate with customers in a friendly, genuine manner
- Be knowledgeable of food offerings and ready to suggest pairings
- Keep workstation clean and clutter free
- Ensure every customer is acknowledged, verbally or non-verbally
- Ensure orders are meeting chit time standards
- Fully execute plating standards

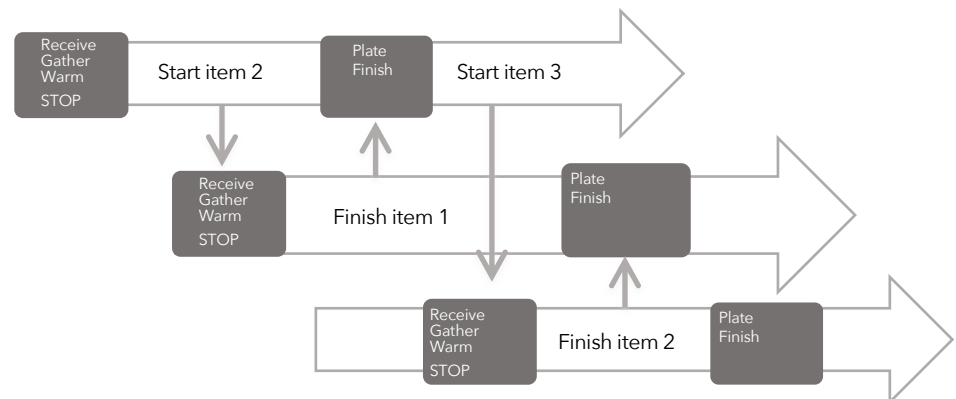
ADDITIONAL WORKFLOWS LEVERAGED

- *Customer Order Experience Workflow*

FOOD GATHER WORKFLOW

WORKFLOW	KEY POINTS	REASONS WHY
RECEIVE	<ul style="list-style-type: none"> • Order via chit system 	<ul style="list-style-type: none"> • Informs selection of items
GATHER	<ul style="list-style-type: none"> • Items in order of priority 	<ul style="list-style-type: none"> • Reduces wait time
WARM <i>when applicable</i>	<ul style="list-style-type: none"> • Use appropriate warming tools like tongs or a spatula 	<ul style="list-style-type: none"> • To ensure food safety standards are upheld
PLATE AND STAGE	<ul style="list-style-type: none"> • Plate order items • Utensils • Napkins 	<ul style="list-style-type: none"> • Upholds customer standards and reduces wait time
FINISH	<ul style="list-style-type: none"> • Deliver to consolidation or • Deliver to customer 	<ul style="list-style-type: none"> • Creates consistent experience

When the oven is busy plate and finish any ready items and prepare the next item for the oven





R.

POSITIONS AND WORKFLOWS POS & the Customer Order Experience Workflow

POS POSITION OVERVIEW



The POS position is responsible for greeting customers, guiding orders, showing appreciation and ensuring customers know where to receive their order.

POS partners primarily use the *Customer Order Experience Workflow* to guide their work. Partners should adopt additional workflows in response to customer and business needs.

SERVICE PHILOSOPHY STANDARDS

- Smile and offer a friendly, genuine greeting
- Be knowledgeable of all menu offerings and how offerings enhance the customer experience
- Ensure correct pronunciation of customer's name during order delivery
- Ensure customer identifier is unique, easy to read and understand
- Be aware of chit times in order to set realistic customer expectations

CUSTOMER ORDER EXPERIENCE

WORKFLOW	KEY POINTS	REASONS WHY
WELCOME AND GUIDE	<ul style="list-style-type: none">• Immediately, and assist customer with menu navigation	<ul style="list-style-type: none">• Creates a welcoming environment• Creates comfort around an unfamiliar menu
SUGGEST	<ul style="list-style-type: none">• Offer meaningful suggestions based on customer preference. <i>For example: brewed or espresso, hot or iced, taste profile (coffee flavor notes, sweetness, pairings)</i>	<ul style="list-style-type: none">• Ensures customer satisfaction
INPUT	<ul style="list-style-type: none">• Confirm order• Place order with attention to modifications and preferences. Enter customer identifier	<ul style="list-style-type: none">• Ensures customer satisfaction• Ensures order accuracy and seamless order delivery
TENDER	<ul style="list-style-type: none">• Card: offer receipt while swiping card	<ul style="list-style-type: none">• Reduces customer wait time
FINISH	<ul style="list-style-type: none">• Inform customers where order will be delivered and in what time frame	<ul style="list-style-type: none">• Sets customer expectation

ADDITIONAL WORKFLOWS LEVERAGED

- *Food Gather Workflow*



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POSITIONS AND WORKFLOWS Runner & the Customer Order Experience Workflow

RUNNER POSITION OVERVIEW



The Runner is responsible for greeting customers, delivering orders, and presenting the Reserve coffee platform in a meaningful way.

Runners will primarily use the *Customer Delivery Experience Workflow* to guide their work. Partners should adopt additional workflows in response to customer and business needs.

SERVICE PHILOSOPHY STANDARDS

- Use open and approachable body language
- Smile and communicate with all customers in a friendly, genuine manner
- Offer to walk orders to customer's seat
- Introduce beverage specifics to customer
Example: "John, here is your Pantheon Clover Brewed coffee"
- Provide recommendations for menu items like flights or pairings
Example: "Sarah, I have your Origin Flight ready. I'd recommend you drink it in order from left to right to highlight the difference in flavor notes."
- Ensure guests have everything they need to enjoy their experience

CUSTOMER DELIVERY EXPERIENCE

WORKFLOW	KEY POINTS	REASONS WHY
LOCATE	<ul style="list-style-type: none">• Leverage chit identifier to locate customer	<ul style="list-style-type: none">• Ensures seamless order delivery• Personalizes experience
HAND OFF	<ul style="list-style-type: none">• Delivers consolidated order to customer• Identify each beverage and food item for customer• Give experience overview for appropriate menu items	<ul style="list-style-type: none">• Ensures customer satisfaction• Ensures order accuracy and seamless order delivery
THANK	<ul style="list-style-type: none">• Always!	<ul style="list-style-type: none">• Shows gratitude for customers visiting the Roastery
FINISH	<ul style="list-style-type: none">• Clear chit from consolidation station	<ul style="list-style-type: none">• Ensures order accuracy• Keeps station clean and orderly

ADDITIONAL WORKFLOWS LEVERAGED

- *Lobby Support Workflow*



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POSITIONS AND WORKFLOWS Server & Total Service Workflow

SERVER POSITION OVERVIEW



The Server is deployed to a section of tables and is responsible for delivering *exceptional service to our customers from initial engagement, through to the cash out processes.*

Servers will primarily leverage the *Total Service Workflow* to execute their work. Partners should adopt additional workflows in response to customer and business needs

SERVICE PHILOSOPHY STANDARDS

- Use open and approachable body language
- Smile and communicate with customers in a friendly, genuine manner
- Demonstrate environmental awareness
- Assist customers with finding seating
- Be knowledgeable of menu offerings like espresso, brewed, cold brew, food and pairings
- Anticipate customer needs
- Ensure customer tables remain clean and free of clutter

ADDITIONAL WORKFLOWS LEVERAGED

- *2nd Service Workflow*

TOTAL SERVICE WORKFLOW

WORKFLOW	KEY POINTS	REASONS WHY
WELCOME AND GUIDE	<ul style="list-style-type: none">• Immediately and assist customer with menu navigation	<ul style="list-style-type: none">• Creates a welcoming environment• Creates comfort around an unfamiliar menu
SUGGEST	<ul style="list-style-type: none">• Offer meaningful suggestions based on customer preference• Take menu from customer once order is taken	<ul style="list-style-type: none">• Ensures customer satisfaction• Indicates customer has placed their order
INPUT	<ul style="list-style-type: none">• Place order via POS• Place order with attention to modifications and preferences. Route to appropriate station	<ul style="list-style-type: none">• Ensures order accuracy and seamless order preparation
RECEIVE	<ul style="list-style-type: none">• Consolidated order	<ul style="list-style-type: none">• Check product quality and order accuracy
DELIVER	<ul style="list-style-type: none">• Completed order to customer	<ul style="list-style-type: none">• Coffee makes people happy!
INQUIRE	<ul style="list-style-type: none">• Frequently pre-bus and replenish	<ul style="list-style-type: none">• Protects the integrity of customer experience
TENDER	<ul style="list-style-type: none">• Close check	<ul style="list-style-type: none">• Completes customer experience



R.

POSITIONS AND WORKFLOWS Table Touch & Lobby Support Workflow

TABLE TOUCH POSITION OVERVIEW



The Table Touch partner is deployed to the lobby and is responsible for the overall cleanliness and ambience in the cafe. This partner will pre-bus dishes from tables, check in with customers and prepare tables for new customers.

The Table Touch partner primarily uses the *Lobby Support Workflow* to execute their work. Partners should adopt additional workflows in response to customer and business needs

SERVICE PHILOSOPHY STANDARDS

- Use open and approachable body language
- Smile and communicate with all customers in a friendly, genuine manner
- Demonstrate environmental awareness
- Assist customers with finding seating
- Be knowledgeable of all menu offerings
- Anticipate customer needs
- Ensure customer tables remain clean and free of clutter
- Offer replenishment service (*Second Service*)

LOBBY SUPPORT WORKFLOW

WORKFLOW	KEY POINTS	REASONS WHY
AWARENESS	<ul style="list-style-type: none">• Assess environmental needs: service or task	<ul style="list-style-type: none">• Helps prioritize work
ACTION	<ul style="list-style-type: none">• SERVICE: Customer check in, initiate Second Service, pre-bus• TASK: Change trashes, flip bus tubs, sweep floors, clean glass	<ul style="list-style-type: none">• Ensures customer satisfaction• Ensures cleanliness and ambience standards are maintained
PREPARATION	<ul style="list-style-type: none">• Stock• Table flip	<ul style="list-style-type: none">• Ensures items are available for customers• Ensures clean tables available for customers

ADDITIONAL WORKFLOWS LEVERAGED

- *2nd Service Workflow*



R.

POSITIONS AND WORKFLOWS Retail Consultant & The Personal Shopping Experience Workflow

RETAIL CONSULTANT POSITION OVERVIEW



The Retail Consultant is responsible for curating a personal shopping experience for customers, inspiring coffee curiosity and showcasing product knowledge.

Retail Consultants use the *Personal Shopping Experience Workflow* to guide their work. Partners should adapt workflow in response to customer needs.

SERVICE PHILOSOPHY STANDARDS

- Use open and approachable body language
- Smile and communicate with all customers in a friendly, genuine manner
- Be knowledgeable of product and menu offerings
- Demonstrate environmental awareness
- Ensure every customers are acknowledged, verbally or non-verbally
- Ensure every customer is thanked

PERSONAL SHOPPING EXPERIENCE WORKFLOW

WORKFLOW	KEY POINTS	REASONS WHY
WELCOME	<ul style="list-style-type: none">• Immediately• Greet the customer with something non-Roastery related	<ul style="list-style-type: none">• Creates a welcoming environment
CONNECT	<ul style="list-style-type: none">• Find out if the customer has been in before• Orient them to the store	<ul style="list-style-type: none">• Creates comfort around unique products
DISCOVER	<ul style="list-style-type: none">• Ask open ended questions• Find out what brought them to the store• Listen and determine the primary and secondary needs	<ul style="list-style-type: none">• Delivers an experience that is catered to each customer
MEET NEEDS	<ul style="list-style-type: none">• Offer meaningful primary suggestion based on customer preference• Suggest items that meet their secondary needs	<ul style="list-style-type: none">• Ensures customer satisfaction
CLOSE SALE	<ul style="list-style-type: none">• Ensure customer knows how to use the brewing equipment or product	<ul style="list-style-type: none">• Reinforces the purchase decision
FINISH	<ul style="list-style-type: none">• Thank each customer and invite them to come back	<ul style="list-style-type: none">• Encourages repeat visits



R.

POSITIONS AND WORKFLOWS Espresso Bar & Espresso Bar Workflow

ESPRESSO BAR POSITION OVERVIEW



The Espresso Bar role is responsible for crafting our highest quality espresso beverages. Each beverage should be handed out with specific marks of quality like fresh garnishes or latte art.

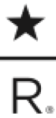
Espresso Bar baristas will use the *Espresso Bar Workflow* to guide their work. Partners should adapt their workflow in response to customer and business needs

SERVICE PHILOSOPHY STANDARDS

- Smile and offer a friendly, genuine greeting to customers waiting for their beverages
- Keep workstations clean, clutter free visually appealing to customers
- Ensure orders are meeting chit time standards
- Craft beverages with theater and intentionality

ESPRESSO BAR WORKFLOW

WORKFLOW	KEY POINTS	REASONS WHY
PREPARE BASKET	<ul style="list-style-type: none">• Remove portafilter from group head and wipe with a clean, dry towel• Do not rinse with water	<ul style="list-style-type: none">• Contributes to cleanliness and coffee quality
DOSE	<ul style="list-style-type: none">• 18g coffee from grinder	<ul style="list-style-type: none">• Upholds recipe standards and ensures consistency
TAMP	<ul style="list-style-type: none">• Place portafilter on a counter mat or on tamp stand• Press down with firm and consistent pressure	<ul style="list-style-type: none">• Ensures an even brew bed and evenly extracted espresso
WIPE	<ul style="list-style-type: none">• Loose grounds off the rim of the portafilter	<ul style="list-style-type: none">• Contributes to cleanliness
INSET PORTAFILTER INTO GROUPHEAD	<ul style="list-style-type: none">• Brew immediately• Observe pour time: 24-29 seconds	<ul style="list-style-type: none">• Ensures espresso quality
STEAM MILK	<ul style="list-style-type: none">• To temperature	<ul style="list-style-type: none">• Ensures milk quality
FINISH & CLEAN	<ul style="list-style-type: none">• Serve or combine with other ingredients• Remove portafilter and knock out coffee grounds• Return portafilter to group head to keep heated	<ul style="list-style-type: none">• Ensures high quality, hand-crafted beverages



POSITIONS AND WORKFLOWS Brew Bar & Brew Bar Workflow

BREW BAR POSITION OVERVIEW



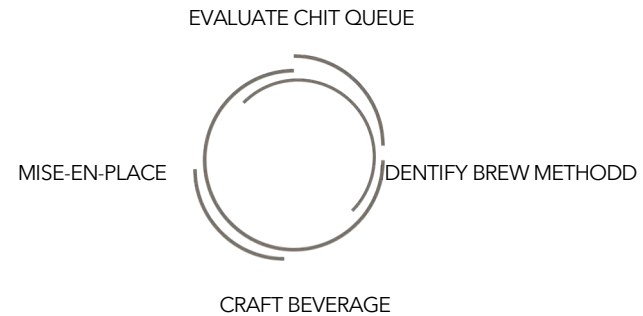
The Brew Bar position is responsible for crafting our highest quality brewed coffee beverages.

Brew Bar partners will use the appropriate *Craft Workflows* to guide their work.

- *Clover Workflow*
- *Pour Over Workflow*
- *Chemex Workflow*
- *Siphon Workflow*

Partners should adopt additional workflows in response to customer and business needs

BREW BAR WORKFLOW



SERVICE PHILOSOPHY STANDARDS

- Smile and offer a friendly, genuine greeting to customers waiting for their beverages
- Keep workstations clean, clutter free visually appealing to customers
- Ensure orders are meeting chit time standards
- Craft beverages with theater and intentionality

CRAFT WORKFLOWS

CRAFT WORKFLOWS CLOVER® BREWING



WORKFLOW	KEY POINTS	REASONING WHY
Mise-en-place	<ul style="list-style-type: none">• Weigh coffee into a dosing cup• Load coffee into a separate dosing cup	<ul style="list-style-type: none">• Ensures correct proportion• Prevents mixing beans with grounds
Brew	<ul style="list-style-type: none">• Select coffee type and size using the right side dial• Place "brew" button• Place pitcher under spout• Pour grounds into chamber without tapping or shaking• Press "continue"• Gently fill grounds with water for ten seconds	<ul style="list-style-type: none">• Initiates and begins the correct brew cycle• Ensures barista safety• Prevents machine damage• Ensures water stream looks grounds, and stirring improves quality
Finish	<ul style="list-style-type: none">• Pour coffee into a warm mug to assist• Handoff to consultation for plating	<ul style="list-style-type: none">• Keeps coffee warm• Consultation order for customer delivery

RECIPE

SIZE	COFFEE
SHORT	20 g
TALL	40 g
GRAND	50 g

CRAFT WORKFLOWS CHEMEX®




WORKFLOW	KEY POINTS	REASONING WHY
Mise-en-place	<ul style="list-style-type: none">• Weigh coffee into a dosing cup• Load coffee into a separate dosing cup	<ul style="list-style-type: none">• Ensures correct proportion• Prevents mixing beans with grounds
Prepare	<ul style="list-style-type: none">• Place filter inside the brewer and place in the pour cone• Place filter into Chemex with the pour cone into pouring spout• Press filter with pour cone• Press and hold the pour cone for 10 seconds	<ul style="list-style-type: none">• Ensures proper extraction• Removes excess filter from the brew for a cleaner cup
Brew	<ul style="list-style-type: none">• Add hot water to the pour cone and stir with a spoon• Add hot water to the pour cone and stir with a spoon• Add hot water to the pour cone and stir with a spoon	<ul style="list-style-type: none">• Ensures proper extraction
Finish	<ul style="list-style-type: none">• Pour coffee into a warm mug to assist• Handoff to consultation for plating	<ul style="list-style-type: none">• Keeps coffee warm• Consultation order for customer delivery

RECIPE

SIZE	COFFEE
SHORT	20 g
TALL	40 g
GRAND	50 g

CRAFT WORKFLOWS SIPHON




WORKFLOW	KEY POINTS	REASONING WHY
Mise-en-place	<ul style="list-style-type: none">• Weigh coffee into a dosing cup• Load coffee into a separate dosing cup	<ul style="list-style-type: none">• Ensures correct proportion• Prevents mixing beans with grounds
Prepare	<ul style="list-style-type: none">• Fill bottom chamber with water and place in the pour cone• Press filter with pour cone• Press and hold the pour cone for 10 seconds	<ul style="list-style-type: none">• Ensures proper extraction• Removes excess filter from the brew for a cleaner cup
Brew	<ul style="list-style-type: none">• Add hot water to the pour cone and stir with a spoon• Add hot water to the pour cone and stir with a spoon• Add hot water to the pour cone and stir with a spoon	<ul style="list-style-type: none">• Ensures proper extraction
Finish	<ul style="list-style-type: none">• Pour coffee into a warm mug to assist• Handoff to consultation for plating	<ul style="list-style-type: none">• Keeps coffee warm• Consultation order for customer delivery

RECIPE

SIZE	COFFEE
SHORT	20 g
TALL	40 g
GRAND	50 g

CRAFT WORKFLOWS MODBAR® POUR OVER



WORKFLOW	KEY POINTS	REASONING WHY
Mise-en-place	<ul style="list-style-type: none">• Weigh coffee into a dosing cup• Load coffee into a separate dosing cup	<ul style="list-style-type: none">• Ensures correct proportion• Prevents mixing beans with grounds
Prepare	<ul style="list-style-type: none">• Fold a filter paper and place in the pour cone• Place paper cup in the pour cone• Press and hold the pour cone for 10 seconds	<ul style="list-style-type: none">• Ensures proper extraction• Removes excess filter from the brew for a cleaner cup
Brew	<ul style="list-style-type: none">• Add hot water to the pour cone and stir with a spoon• Add hot water to the pour cone and stir with a spoon• Add hot water to the pour cone and stir with a spoon	<ul style="list-style-type: none">• Ensures proper extraction
Finish	<ul style="list-style-type: none">• Pour coffee into a warm mug to assist• Handoff to consultation for plating	<ul style="list-style-type: none">• Keeps coffee warm• Consultation order for customer delivery

RECIPE

SIZE	COFFEE
SHORT	20 g
TALL	40 g
GRAND	50 g



R.

POSITIONS AND WORKFLOWS Back of House Attendant & Back of House Workflow

BOH ATTENDANT POSITION OVERVIEW



The Back of House Attendant is deployed to the Back of House and is responsible for preparing fresh beverage components and supplying clean serveware to the store.

This partner will use the *Back of House Workflow* to complete their work. Partners should adopt additional workflows in response to customer and business needs

SERVICE PHILOSOPHY STANDARDS

- Work with pace and intensity to support the team
- Demonstrate environmental awareness
- Anticipate business needs
- Ensure Back of House remains clean and free of clutter
- Communicate with fellow partners in a friendly manner

BACK OF HOUSE WORKFLOW

WORKFLOW	KEY POINTS	REASONS WHY
ASSESS	Prioritize Stations based on store needs: <ul style="list-style-type: none">• Dishware• Prep• BOH inventory	<ul style="list-style-type: none">• Helps prioritize work• Build stock
ACT	<ul style="list-style-type: none">• Clean dishware• Complete food and beverage prep• Organize BOH inventory	<ul style="list-style-type: none">• Ensures Front of House production does not stall• Ensures cleanliness and inventory standards are maintained
RESET	<ul style="list-style-type: none">• Dish station• Prep station• Inventory metros	<ul style="list-style-type: none">• Ensures items are available for partners in production



ROLES AND WORKFLOWS Zone/Store Support & Zone/Store Support Workflow

ZONE/STORE SUPPORT OVERVIEW



The Zone/Store Support partner is deployed in the main bar and is responsible for maintaining a streamlined workflow by assessing, prioritizing and replenishing stock of each station.

This barista will utilize the *Zone/Store Support Workflow* to execute their work. Partners should adapt workflow to respond appropriately to the store needs.

SERVICE PHILOSOPHY STANDARDS

- Work with pace and intensity to support the team
- Demonstrate environmental awareness
- Anticipate business needs
- Ensure the Main Bar remains clean and free of clutter
- Use open and approachable body language
- Smile and offer a friendly, genuine greeting to all customers

ZONE/STORE SUPPORT WORKFLOW

WORKFLOW	KEY POINTS	REASONS WHY
ASSESS	<ul style="list-style-type: none">• Prioritize stations based on direction from Playcaller<ul style="list-style-type: none">○ Food○ Espresso○ Consolidation○ Brew Bar○ Island Bar• Collect specific needs from partner at station	<ul style="list-style-type: none">• Helps prioritize work• Build stock
IMPACT	<ul style="list-style-type: none">• Check and change<ul style="list-style-type: none">○ Trash○ Bus tubs○ Sanitizer○ Smallwares	<ul style="list-style-type: none">• Ensures Front of House production does not stall• Ensures cleanliness and ambience standards are maintained
BUILD STOCK	<ul style="list-style-type: none">• Specific station needs• Ice• High volume serveware<ul style="list-style-type: none">○ Flight vessels○ Demi cups and saucers○ Fior pitchers	<ul style="list-style-type: none">• Ensures items are available for partners in production



R.

POSITIONS AND WORKFLOWS Retail Consultant & Personal Shopping Experience Workflow

RETAIL CONSULTANT OVERVIEW



The Retail Consultant role is responsible for curating a personal shopping experience for our customers through inspiring curiosity and showcasing product knowledge.

Retail Consultants use the **Personal Shopping Experience** workflow to guide their work. Partners should adopt additional workflows in response to customer and business needs

SERVICE PHILOSOPHY STANDARDS

- Be knowledgeable of product offerings and how offerings translate into customer experience
- Smile and offer a friendly, enthusiastic greeting
- Use open & approachable body language
- Be knowledgeable of menu offerings and Roastery space
- Demonstrate environmental awareness
- Ensure every customer is acknowledged, either verbally or non-verbally
- Ensure every customer is thanked

ZONE SUPPORT WORKFLOW

WORKFLOW	KEY POINTS	REASONS WHY
WELCOME	<ul style="list-style-type: none">• Immediately○ Greet the customer with something non-Roastery related	<ul style="list-style-type: none">• Creates welcoming environment• Build stock
CONNECT	<ul style="list-style-type: none">• Find out if the customer has been in before• Orient the customer to the zone	<ul style="list-style-type: none">• Creates comfort around unique products
DISCOVER	<ul style="list-style-type: none">• Ask open-ended questions to find out why the customer came in	<ul style="list-style-type: none">• Listen to their response to determine their primary and any possible secondary needs
MEET NEEDS	<ul style="list-style-type: none">• Offer meaningful primary suggestion based on customer preference• Ask the customer if you can show them any items that meet their secondary needs	<ul style="list-style-type: none">• Ensures customer satisfaction
CLOSE SALE	<ul style="list-style-type: none">• Ask for the customer commitment• Ensure the customer knows how to brew or use the products	<ul style="list-style-type: none">• Reinforces purchase decision
FINISH	<ul style="list-style-type: none">• Genuinely thank the customer and invite them to come back	<ul style="list-style-type: none">• Encourages repeat visits