



SKILL CHECK: BLACK EAGLE

PARTNER NAME: _____

TRAINER NAME: _____

DATE: _____

Explain what we love about....	Y	N	Comments
Partner shares what they love about beverages prepared on the Black Eagle.			

Espresso Work Flow – Espresso Skills Demonstrated	Y	N	Comments
Remove portafilter and flush group head.			
Wipe portafilter basket clean with a dry towel.			
Tare scale to zero out the weight of the portafilter. (only when setting the grinder).			
Place portafilter on dosing fork and dose coffee from grinder.			
Weigh portafilter, confirm that weight is 18 grams. (only when setting the grinder).			
If weight is not 18 grams, dose more or remove coffee until portafilter weighs 18 grams (only when setting the grinder) - partner can demonstrate.			
With portafilter on a counter mat, tamp evenly, firmly and consistently.			
Wipe loose grounds off portafilter rim.			
Insert portafilter into group head and start brewing. Brew shots into shot glasses for purpose of skill.			
Observe that espresso flows for 24-29 seconds.			
Present 1 shot in shot glass and one shot in a taster cup for the Trainer to observe the shot quality and also taste the shot.			
Remove portafilter and knock out spent coffee grounds.			
Return portafilter to group head.			



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Milk Steaming skill	Y	N	Comments
Measure milk for size of beverage being made.			
Purge steam wand.			
Submerge steam wand into milk.			
Start aeration.			
Slowly draw down the milk pitcher. Aerate for 3 seconds. Pitcher is never set down and remains in hands during the steaming process.			
Milk is steamed using a thermometer until it reaches 140-150F degrees.			
Turn off steam wand, remove milk pitcher, immediately use towel to purge and wipe steam wand.			
Groom milk until it reaches correct texture. Milk should be free of large bubbles and have a “wet paint” like texture.			
<i>Ask: Why do we heat milk to approximately 140-150 degrees?</i>			



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Beverage Preparation Demonstration			
Beverage Preparation	Latte	Cappuccino	Comments
Remove portafilter and flush group head.			
Wipe portafilter basket clean with a dry towel (do not rinse with water).			
Dose coffee from grinder.			
Pour milk into appropriate size steaming pitcher.			
Tamp firmly with portafilter resting on counter mat or tamp stand.			
Wipe loose grounds off portafilter rim.			
Insert portafilter into group head and immediately start brewing. Brew shots into shot glasses for purpose of skill. Observe that espresso flows for 24-29 seconds			
Submerge steam wand into milk.			
Start aeration.			
Aerate for 3 seconds. Pitcher is never set down and remains in hands during the steaming process.			
Milk is steamed using a thermometer until it reaches 140-150F degrees.			
Turn off steam wand, remove milk pitcher, immediately use towel to purge and wipe steam wand.			
Groom milk until it reaches correct texture. Milk should be free of large bubbles and have a “wet paint” like texture.			
Combine ingredients in a cup and finish the Latte with Latte Art before presenting to Trainer.			
Remove portafilter and knock out spent coffee grounds.			
Return portafilter to group head to keep heated.			



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Beverage Preparation Demonstration			
Elevate Customer Experience of Coffee and Brewing Method	Latte	Cappuccino	Comments
Partner engaged the customer by explaining the brewing process throughout brewing workflow.			
Partner demonstrates coffee knowledge and passion in a way that engages the customer; * Provide description of coffee characteristics (Body, Acidity, Aroma and Flavor) * Create a storytelling moment sharing information about coffee, growing region, personal coffee experience.			
The coffee is plated & presented to standard & served in a professional and appealing way * Make eye contact with customer when handing off the beverage with smile			
Ask: Have partner talk about the flavor characteristics of a coffee prepared using the Black Eagle.			
Taste of Coffee	Latte	Cappuccino	Comments
Taste of beverage is smooth, creamy and slightly sweet with a rich coffee flavor.			
Latte Art	Latte	Cappuccino	Comments
Latte art is well placed with good contrast between espresso and milk.		N/A	
Time Management	Latte	Cappuccino	Comments
Time for presentation was within 10 – 15 minutes.			
Coffee Knowledge	Latte	Cappuccino	Comments
Partner was able to share information about the coffee they were brewing.			



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Grinder Skills – Dialing In the Grinder	Y	N	Comments
Demonstrate how to dial in the grind.			
Place clean, dry portafilter on scale and tare to zero.			
Place portafilter on dosing fork and dose coffee from grinder.			
Place filled portafilter on scale. Add or remove coffee to reach 18 grams.			
With portafilter on a counter mat, tamp evenly, firmly and consistently.			
Wipe loose grounds off portafilter rim.			
Insert portafilter into group head and immediately start brewing. Observe that espresso flows for 24-29 seconds. Brew shots into shot glasses for purpose of skill.			
If espresso flows too quickly, pull the shot again and adjust the tamp pressure. If it continues to flow too quickly adjust grinder 1 tick “finer”. Run the grinder by pressing the doser switch for two doses to clear the chamber and reset burrs.			Mark as N/A if not applicable
If espresso flows too slowly, pull the shot again and adjust the tamp pressure. If it continues to flow too slowly adjust grinder 1 tick “coarser”. Run the grinder by pressing the doser switch for two doses to clear the chamber and reset burrs.			Mark as N/A if not applicable
Ensure that espresso flows for 24-29 seconds.			
If espresso is still out of range repeat the steps above until shots pour within 24-29 seconds.			
Demonstrate how to adjust dose output – once the shots are pulling within 24-29 seconds.			
If the dose weighs more than 18grams, decrease the dose time by pushing the button until the desired dose reaches 18grams. If the dose weighs more than 18grams, increase the dose time by pushing the button until the desired dose reaches 18grams.			If not applicable ask partner how they would adjust the dose when needed.
<i>Ask: How often should you adjust the grind?</i>			
<i>Answer: Only after the shots have pulled outside of the 24-29 second range twice in a row.</i>			
Demonstrate how to dial in the grind.			



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Black Eagle Cleaning Procedures – End of Day Cleaning	Y	N	Comments



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Full Presentation Criteria

Explain what we love about it ...

Partner shares what they love about beverages prepared on the Black Eagle.

Espresso Work Flow – Espresso Skill Demonstrated

Remove portafilter and flush group head by turning on for 1 - 2 seconds

While group head is flushing, wipe portafilter basket clean with a dry towel (do not rinse with water)

Tare scale to zero out the weight of the portafilter. (only when setting the grinder)

Place portafilter on dosing fork and dose coffee from grinder.

Weigh portafilter, confirm that weight is 18 grams. (only when setting the grinder)

If weight is not 18 grams, dose more or remove coffee until portafilter weighs 18 grams (only when setting the grinder)

With portafilter on a counter mat or on a tamp stand, tamp evenly, firmly and consistently.

Wipe loose grounds off portafilter rim.

Insert portafilter into group head and immediately start brewing.
Brew shots into shot glasses for purpose of skill.

Observe that espresso flows for 24-29 seconds

Present shots in shot glasses to Trainer.

Remove portafilter and knock out spent coffee grounds.

Return portafilter to group head to keep heated.



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Full Presentation Criteria

Milk Steaming skill

Measure proper amount of milk for size of beverage being made.

Purge steam wand.

Submerge steam wand into milk, holding at the correct angle and position.

With steam tip fully submerged, open steam wand to start aeration.

Slowly draw down the milk pitcher, incorporating air into the milk. Aerate for 3 seconds. Pitcher is never set down and remains in hands during the steaming process.

Milk is steamed using a thermometer until it reaches 140-150F degrees.

Turn off steam wand, remove milk pitcher, immediately use towel to purge and wipe steam wand.

Groom milk until it reaches correct texture. Milk should be free of large bubbles and have a “wet paint” like texture.

Ask: Why do we heat milk to approximately 140-150 degrees?



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Full Presentation Criteria

Beverage Preparation

Remove portafilter and flush group head by turning on for 1 - 2 seconds

While group head is flushing, wipe portafilter basket clean with a dry towel (do not rinse with water)

Place portafilter on dosing fork and dose coffee from grinder.

Pour milk into appropriate size steaming pitcher

Tamp firmly, evenly with portafilter resting on counter mat or tamp stand

Wipe loose grounds off portafilter rim.

Insert portafilter into group head and immediately start brewing.

Brew shots into shot glasses for purpose of skill.

Observe that espresso flows for 24-29 seconds

Submerge steam wand into milk, holding at the correct angle and position.

With steam tip fully submerged, open steam wand to start aeration.

Slowly draw down the milk pitcher, incorporating air into the milk. Aerate for 3 seconds. Pitcher is never set down and remains in hands during the steaming process.

Milk is steamed using a thermometer until it reaches 140-150F degrees.

Turn off steam wand, remove milk pitcher, immediately use towel to purge and wipe steam wand.

Groom milk until it reaches correct texture. Milk should be free of large bubbles and have a "wet paint" like texture.

Combine ingredients in a cup and present to Trainer

Remove portafilter and knock out spent coffee grounds.

Return portafilter to group head to keep heated.



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Full Presentation Criteria

Partner engaged the customer by explaining the brewing process throughout brewing workflow.

Partner demonstrates coffee knowledge and passion in a way that engages the customer;

- * Provide description of coffee characteristics (Body, Acidity, Aroma and Flavor)
- * Create a storytelling moment sharing information about coffee, growing region, personal coffee experience.

The coffee is presented and served in a professional and appealing way

- * Make eye connection with customer when hand off the coffee with smile
- * Guide our customer how to taste coffee

Ask: Have partner talk about the flavour characteristics of a coffee prepared using the Black Eagle.

Taste of Coffee

Taste of beverage is smooth, creamy and slightly sweet with a rich coffee flavor.

Latte Art

Latte art is well placed with good contrast between espresso and milk.

Time Management

Time for presentation was between 10 – 15 minutes

Coffee Knowledge

Partner was able to share information about the coffee they were brewing.



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Full Presentation Criteria

Grinder Skills – Setting the Grinder

Demonstrate how to dial in the grind.

Place clean, dry portafilter on scale and tare to zero.

Place portafilter on dosing fork and dose coffee from grinder.

Place filled portafilter on scale. Add or remove coffee to reach 18 grams.

With portafilter on a counter mat or on a tamp stand, tamp evenly, firmly and consistently.

Wipe loose grounds off portafilter rim.

Insert portafilter into group head and immediately start brewing. Observe that espresso flows for 24-29 seconds. Brew shots into shot glasses for purpose of skill.

If espresso flows too quickly, pull the shot again and adjust the tamp pressure. If it continues to flow too quickly adjust grinder 1 tick “finer”. Run the grinder by pressing the doser switch for two doses to clear the chamber and reset burrs.

If espresso flows too slowly, pull the shot again and adjust the tamp pressure. If it continues to flow too slowly adjust grinder 1 tick “coarser”. Run the grinder by pressing the doser switch for two doses to clear the chamber and reset burrs.

Ensure that espresso flows for 24-29 seconds.

If espresso is still out of range repeat the steps above until shots pour within 24-29 seconds.

Demonstrate how to adjust dose output – once the shots are pulling within 24-29 seconds.

If the dose weighs more than 18grams, decrease the dose time by pushing the button until the desired dose reaches 18grams.

If the dose weighs more than 18grams, increase the dose time by pushing the button until the desired dose reaches 18grams.

Ask: How often should you adjust the grind?

Answer: Only after the shots have pulled outside of the 24-29 second range twice in a row.