



## SKILL CHECK: CLOVER

PARTNER NAME: \_\_\_\_\_

TRAINER NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

Explain what we love about....	Y	N	Comments
Partner can describe the flavor characteristics of a cup of Clover brewed coffee, and share information about the process.			

Follow Clover Brewed Coffee Workflow to Prepare Coffee	Y	N	Comments
Program the machine: <ul style="list-style-type: none"><li>* Identify coffee and size.</li><li>* Select coffee type.</li><li>* Select size.</li><li>* Place the cup or pitcher (if iced or hot Venti) under spout.</li><li>* Press left button (Brew) to begin the brew cycle.</li></ul>			
Weigh & Grind Coffee <ul style="list-style-type: none"><li>* Scoop whole bean coffee into a stainless steel coffee receptacle placed on a scale to measure the correct weight.</li><li>* Grind the coffee into stainless steel coffee receptacle.</li></ul>			
Offer the ground coffee to the customer to smell.			
Brew and Connect <ul style="list-style-type: none"><li>* Pour grounds into brew chamber.</li><li>* Gently fold grounds into water using whisk following the prompts on the machine.</li><li>* Connect with customer about Clover® Brewed coffee during brewing cycle.</li></ul>			
Serve <ul style="list-style-type: none"><li>* (If iced) Pour the coffee into a cold cup filled with ice.</li></ul>			
Clean <ul style="list-style-type: none"><li>* Hand off beverage and clean station.</li><li>* Remove puck with squeegee.</li><li>* Wipe filter with sanitized cloth.</li><li>* Press the left button twice (Rinse) to start rinse cycle.</li><li>* Wipe filter again.</li><li>* Rinse whisk after each use and rinse squeegee as needed.</li></ul>			



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Follow Chemex Brewed Coffee Workflow to Prepare Coffee Continued	Y	N	Comments
Allow the coffee to brew. Beverage is finished when dripping is completely finished.			
Discard filter/grounds.			
Pour a small amount of brewed coffee into a tasting cup, smell and taste for quality before serving to customer.			
Partner serves coffee in an appealing way, cups are free of spills and partner is following correct plating guidelines.			
Maintain clean work station.			

Elevate Customer Experience of Coffee and Brewing Method	Y	N	Comments
Partner engaged customer by explaining brewing process throughout brewing workflow.			
Partner demonstrates coffee knowledge and passion in a way that engages the customer.			
Partner creates a storytelling moment			
The coffee is plated & presented to standard & served in a professional and appealing way. * Partner makes eye contact with customer when handing off the coffee with a smile.			



## SKILL CHECK: CLOVER

PARTNER NAME: \_\_\_\_\_

TRAINER NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

Taste of Coffee	Y	N	Comments
Trainer tastes the coffee – taste of coffee matches the description provided by the partner			

Time Management	Y	N	Comments
Time for presentation was within 10 – 15 minutes.			

Coffee Knowledge	Y	N	Comments
<i>Ask: Share at least 2 differences between a Chemex and Pour Over brewing method.</i>			



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### Full Presentation Criteria

#### Explain what we love about it ...

Describe the flavor characteristics of a cup of Clover brewed coffee.

\* The Clover® Brewer uses a vacuum press method. It pulls the coffee through a metal filter to extract the coffee, similar to an upside-down coffee press. This brewing method enhances the coffee's flavor.

#### Follow Clover Brewed Coffee Workflow to Prepare Coffee

##### Weigh & Grind Coffee

\* Scoop whole bean coffee into a stainless steel coffee receptacle placed on a scale to measure the correct weight. Ensure the coffee receptacle is tared to 0 on the scale before adding coffee.

\* Pour coffee into grinder (#5 on Ditting grinder, #11 on Mahlkoenig grinder).

\* Grind the coffee into second stainless steel coffee receptacle.

Offer the ground coffee to the customer to smell.

##### Brew and Connect

\* Pour grounds into brew chamber without tapping stainless steel cup on the side of the chamber.

\* Gently fold grounds into water for 10 seconds using whisk following the prompts on the machine. Be careful not to scrape the filter with the whisk.

\* Connect with customer about Clover® Brewed coffee during brewing cycle.

##### Serve

\* (If iced) Pour the coffee into a cold cup filled with ice.

##### Clean

\* Hand off beverage and clean station.

\* Remove puck with squeegee by pulling toward you with gentle pressure – turn 90 degrees to dump grounds.

\* Wipe filter with sanitized cloth.

\* Press the left button twice (Rinse) to start rinse cycle.

\* Wipe filter again.

\* Rinse whisk after each use and rinse squeegee as needed.



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### Full Presentation Criteria

#### Elevate Customer Experience of Coffee and Brewing Method

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;

\* Partner creates a storytelling moment sharing information about Origin, Quality, Brewing method, Roasting, Blending, CAFÉ practices, History of coffee or other and/or personal coffee experience.

\* Provide description of coffee characteristics (Body, Acidity, Aroma and Flavor).

The coffee is plated & presented to standard & served in a professional and appealing way.

\* Partner makes eye contact with customer when handing off the coffee with a smile.

#### Taste of Coffee

Trainer tastes the coffee – taste of coffee matches the description provided by the partner.

#### Time Management

Partner presented the coffee tasting in a timely manner, providing the right amount of information in balance with the tasting. i.e. partner didn't talk too much, partner shared enough.

#### Coffee Knowledge

Ask: Share at least 2 differences between a Clover and Pour Over brewing method.