



# **COFFEEHOUSE FIVE EMPLOYEE HANDBOOK**

# INTRODUCTION

Welcome to Coffeehouse Five and thanks for being part of our efforts to build a better community! Our hope is that the information below will help you have an enjoyable and rewarding experience during your time at the Coffeehouse.

This manual is divided into 3 primary sections: ***Employment Basics***, ***About Coffeehouse Five*** and ***Coffeehouse Glossary***. You will be asked to acknowledge that you have reviewed this manual in its entirety before your first shift at the Coffeehouse.

Coffeehouse Five is a ***FOR-BENEFIT*** coffeehouse. Legally, we are organized as a church (a recognized 501(c)(3) non-profit organization), but we refer to ourselves as ***FOR-BENEFIT*** because, as opposed to for-profit companies that exist for the sake of generating a profit, we exist for the benefit of the community. All profits generated by the Coffeehouse are invested in our five initiatives for building stronger marriages and families:

- **PREPARATION:** Free premarital counseling and an early marriage mentoring program
- **COUNSELING:** Free marriage counseling and coaching
- **RECOVERY:** Free addiction recovery programs
- **TRAINING:** Free training of couples to mentor other couples in developing stronger marriages and families
- **SUPPORT:** A portion of proceeds are directed to other organizations serving our community.

In order to maximize the benefit we can provide to our community, we seek to be the best coffeehouse our customers have ever experienced. Therefore, how we go about the business of the coffeehouse is important. There are 4 core values that guide us in providing services and an environment that exceeds the expectations of those who come to the Coffeehouse. They are:

- **KINDNESS**
- **QUALITY**
- **CONSISTENCY**
- **CLEANLINESS**

You will find more information about how we implement these values in the ***About Coffeehouse Five*** section of this handbook.

The information contained in this document is in summary form and is intended to give you an overview of what is expected. Many items covered here will be covered in more detail during your training.

Again, thanks for being a part of Coffeehouse Five and our efforts to build a stronger community!

# EMPLOYMENT BASICS

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## PAY/TIME REPORTING/SCHEDULES

You will receive an email from Gusto.com, our payroll processor for basic onboarding. Retain your login information for Gusto. You can log in at any time and retrieve pay stubs, change withholding and download forms needed for tax preparation.

You will be paid twice a month, on the 15<sup>th</sup> and 30<sup>th</sup> (or the day closest to the 15<sup>th</sup> or 30<sup>th</sup> if they fall on a weekend or holiday) by direct deposit. We are closed on New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve and Christmas.

You will be given a 4-digit code to log in to the iPad Square POS system. This is also where you will clock in at the beginning of your shift and clock out at the end of your shift. You will be paid on the basis of time clocked in, not your scheduled time, so be sure to clock in and out on time. If you do forget to clock in or clock out (it happens) please text Brian at 317.201.5603 so that we can make sure your hours are correct. Finally, be aware that tips are not distributed to employees. As part of our commitment to serve the community, tips go to our giving back fund used to help other local non-profits.

Schedules are posted on our website, [coffeehousefive.com](http://coffeehousefive.com). Go to the bottom of the homepage and click on **STAFF LOGIN**. The first time you log in you will be asked to create a password. It is your responsibility to read and understand the schedule. We always have a schedule posted for at least two weeks out, and often further out than that. If you want to trade shifts with another employee you must notify Michelle ([michelle@coffeehousefive.com](mailto:michelle@coffeehousefive.com)) in advance of the shift. Other questions about the schedule may also be directed to Michelle.

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## ATTENDANCE AND PUNCTUALITY

Arriving for work at the correct scheduled time is a primary responsibility of every employee. From time to time situations may arise when you know that you are going to be late for work. If this happens please text Brian (317.201.5603) or Michelle (317.250.7796) immediately. If you fail to show up for a scheduled shift with no notice it may lead to disciplinary action, up to and including termination.

Calling in sick for a shift is another situation that is unavoidable from time to time. As with being late, please text Brian (317.201.5603) or Michelle (317.250.7796) as soon as possible.

Employees will be given a warning after two unexcused absences. If there is a third unexcused absence, the employee will be dismissed.

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## TIME OFF REQUESTS

Time off requests are to be submitted electronically on the staff page of the website at least 30 days prior to the requested date(s). We will attempt to approve requests within reason. Do not assume that requesting time off automatically means that you will not be scheduled. It is your responsibility to ensure that you have not been scheduled for the coming week.

Part-time employees do not receive paid vacation time, so all time off is unpaid.

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## PERFORMANCE REVIEWS

You should expect an initial review at 90 days, followed by a more thorough review between six months and a year and annually after that. We also encourage you to solicit performance feedback from managers and peers, if needed. The following criteria represent general standards by which your performance is evaluated:

**JOB DUTIES:** Understand, meet and/or exceed the responsibilities of your job. This will include (but not be limited to) knowing how to properly pull a shot and steam milk; prepare food items; complete opening procedures; complete closing procedures; prepare all drinks on our menu; operate POS system; restock and clean during slow times.

**QUALITY & SERVICE:** Demonstrate consistently high quality and customer service standards.

**PRODUCTIVITY:** Capable of sustaining a fast, efficient pace when needed.

**CLEANLINESS:** Washing hands with soap and hot water frequently during work; maintaining high standards for personal hygiene; cleaning up after oneself.

**RELIABILITY, DEPENDABILITY & TEAMWORK:** Being on time, ready and able to perform your job to the maximum of your ability, working together with other staff and performing your fair share of work.

**COMMUNICATION:** Open, respectful communication with coworkers and managers.

**ATTITUDE:** A positive, helpful attitude can lead to better performance, pay raises, promotions and healthy employee/team/coffeehouse moral.

**CONTINUOUS IMPROVEMENT:** Strives to improve, even when already successful.

**ACCOUNTABILITY:** “Own” your job performance and behavior.

**HONESTY:** Trustworthiness is an essential characteristic for employment with Coffeehouse Five.

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## EMPLOYEE FOOD AND BEVERAGES

You are welcome to prepare drinks for yourself while on duty. In fact, we encourage you to sample as many items on our menu as possible (though not all at one time!) so that you can better suggest items to customers and practice your drink preparation skills. Just a couple of things to know about employee drinks and food. You are welcome to as much brewed coffee as you would like during your shift. You are also welcome to make yourself one specialty drink or smoothie and one food item during your shift, at no charge. Second please do not provide free food and beverages to family and friends during your shift. Believe us, you will be asked to do this. Finally, you may only eat food in the kitchen, or the back room if it is not opened to customers. Do not consume food behind the counter.

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## EMPLOYEE DISCOUNT

As an employee you are entitled to a discount on food, beverages and merchandise (in addition to the free food and beverage item while on shift). Food and beverage discount is 50%, including bulk coffee. You are entitled to this discount whether you are on shift or just visiting the coffeehouse when not on shift. However the discount is individual to each employee. Please do not purchase food and beverages for others using this discount. Merchandise discount is 20% on all items, except any that are on clearance.

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## PERSONAL APPEARANCE

In the coffee industry, the appearance of each employee is very important to the overall quality of guest service and the store's ambiance and reputation. We do not currently have a standard dress code. We encourage you to wear Coffeehouse Five gear, but this is not required. Dress for comfort, but neatly, and understand that your appearance reflects on the image of Coffeehouse Five.

Jewelry should not interfere with the functions or safety of the job. Hair should be kept clean and pulled back if lengthier than the jaw line. Touching or grooming hair while on the floor or back of house is prohibited. Hats and headgear are acceptable, although we reserve the right to restrict certain items if we believe the images or logos on such items conflict with the values of Coffeehouse Five.

Strongly scented fragrances (perfume, cologne, after shave, body oils & lotions) are not to be used when working, out of respect for the aroma from the coffee and sensitivity to guest and coworker fragrance allergies.

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## CELL PHONE USE

Texting or making calls during your shift is discouraged, except in the case of an emergency. There is absolutely no cell phone use while performing closing procedures, which is after 3 pm Monday through

Friday, and after 12 pm on Saturday. If we consider your cell phone use to be excessive, we may require that you not bring your cell phone into the coffeehouse.

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## SOCIALIZING

You are an ambassador of Coffeehouse Five, whether on duty or off. As an employee, your behavior is a reflection of the quality of the coffeehouse. When off duty be mindful that regular guests may recognize you. Please follow these etiquette tips while visiting the coffeehouse when off duty:

- Maintain appearance and conduct similar to the best of our typical guests.
- Do not interfere or conflict with the work habits of an on-duty employee. By doing so, you may compromise their job responsibilities or performance.
- Leave the coffeehouse when it closes or when all other guests leave.
- Defer to guests if the seating is limited.

When on-duty understand that some guests assume it is ok to engage in lengthy conversation with on-duty employees. Employees need to develop the ability to inoffensively break away from friendly or unfriendly guests who try to monopolize their time. Some employees feel it is acceptable for friends, boy/ girlfriends, and relatives to compromise employee work time. Spending too much time talking to or sitting down with friends while on duty is prohibited. Friends are not to sit at the bar area during your scheduled shift time. Friends should be the first to understand that you cannot engage in excessive or idle conversation and that you must stay focused on your job while working.

Because of the nature of the counseling work that we do at Coffeehouse Five, understand that there may be times when Michelle or Brian engage in lengthier conversations with guests. We will do our best to disengage as quickly as possible, but sometimes it is impossible for us to do that.

# ABOUT COFFEEHOUSE FIVE

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## A FOR-BENEFIT COFFEEHOUSE, COUNSELING CENTER & CHURCH

The structure of Coffeehouse Five sometimes confuses our customers and you may get questions about it from time to time. Here's a description of Coffeehouse Five boiled down into a single sentence:

***Coffeehouse Five is a church that operates a full-service coffeehouse which funds its five initiatives for building stronger marriages and families.***

The church meets at 11 am on Sundays in the overflow room and is open to all. It is very informal and children are welcome.

Our counseling is limited to marriage and addictions counseling. More information about our counseling services are available on the website, and appointments may be scheduled on the website as well. Please do not take names or numbers from those seeking counseling. Give them Brian's business card and direct them to the website.

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## OUR PRODUCTS

### COFFEE

We roast our own coffee in the coffeehouse on a weekly basis. There are two primary things to know about our coffee roasting: where we get our beans and how we roast them.

Coffee does not grow in the United States. We import green coffee beans from the coffee growing regions of the world, which are generally between the Tropic of Cancer and the Tropic of Capricorn, where conditions are ideal for coffee cherries to grow. We have teamed up with some great importers and farmers to get the absolute best coffee that benefits everyone involved, from the farmer to the importer to the coffee drinker here in Greenwood.

The coffees we source are, at a minimum, Fair Trade certified. The goal of Fair Trade is to create partnerships and terms of trade that will be financially and ethically beneficial to producers. In simpler terms, this means the beans we roast are bought at a fair price that allows the hardworking people growing the coffee to make a living off their wages.

Additionally, we will refer to some of the coffees we offer as "direct trade." While there is no international certification for direct trade, as there is with Fair Trade, the general concept of direct trade is that our importers purchase beans directly from individual farmers. Fair Trade beans are typically purchased through coops, where several farmers deliver their beans which are then combined for sale, so there is no direct traceability of the bean back to a particular farm. With direct trade we are able to tell you the specific farmer who produced the beans. These beans are typically of the highest quality and the farmer ends up receiving a higher percentage of the price you pay for your coffee here in Greenwood.

Once the beans arrive at the coffeehouse in 50-65 pound bags and boxes, we then roast them on-demand in our roasting room. We use what is referred to as a fluid bed roaster, as opposed to a drum roaster used by most other coffee roasters. We believe there are some unique advantages to our fluid bed roasting process. The fluid bed roasting process, also known as hot air roasting, uses forced hot air to agitate and roast coffee beans. The perfectly controlled hot air flows over a tilted bed and circulates through the beans, roasting each bean evenly. This hot air reaches temperatures of between 450 and 485 degrees Fahrenheit.

We believe this method of roasting creates some of the best coffee you will ever taste for a few reasons. First, it has a unique method of removing the chaff that the coffee beans shed as they heat. This is important because coffee beans are so absorbent if the chaff remained in the chamber during the roast, as it does in drum roasters, it would soak up some of that unwanted flavor.

Another reason is its efficiency in heat transference. Our machine can reach higher temperatures in half of the time of many drum roasters, which is absolutely essential to ensuring a smooth cup of coffee with the least amount of acidity possible. Before the roasting process can truly extract the essential flavors of a given coffee bean, the natural moisture needs to be extracted and the longer it takes to do this the more time it allows for acids to build up and block the real flavor of the bean and potentially cause stomach irritation. So by reaching a higher temperature faster we minimize acid buildup and truly showcase the natural flavors of the bean.

Just like corn here in Indiana, coffee is a seasonal crop so you may notice different coffees during different times of the year. This is because we are committed to providing the freshest and tastiest cup of coffee we can, and that means sometimes a certain type of bean just isn't in season.

We provide brief descriptions of each bean and blend on the bags. Our goal is to present highly drinkable coffee through blends and single-origins (more information about these terms is in the *About Coffee* section of the handbook).

## **NITRO COFFEE**

Nitro coffee is the next wave in enjoying cold coffee. We use our freshly roasted Colombian single-origin coffee and brew it in cold water for 12 hours. It then goes into a standard keg and is attached to a nitrogen tap. The cold brewing method keeps acidity low and caffeine high. Serving it through the nitrogen tap, like a stout beer, creates a creamy, cascading coffee. The mixture of nitrogen gas and fresh roasted cold-brewed coffee delivers a creamy texture in the mouth, almost as if it already had cream. When served in-house we use a standard pilsner glass. We do sell it to go in a plastic cup, but encourage customers to drink it without a straw in order to get the full mouth feel of the creamy texture. Customers often ask about the caffeine content in fear that Nitro Coffee is extra caffeinated. In reality it isn't although many people do drink it faster than they would cold coffee and experience the effects faster.



## **OUR PASTRIES AND FOOD**

You will need to know general information about each of our baked goods, including seasonals. All are baked daily right here in-house.

Blueberry Muffins- More than a typical blueberry muffin, ours are incredibly moist and rich, give them a try!

Cinnamon Crunch Muffin- With two types of crunch topping, these are like the best coffee cake made portable.

Blueberry Power Bars- Completely Gluten Free and Vegan, these include Vegan protein powder in the base and no added sugar so they are the perfect healthy treat.

Peanut Butter Scones- Dense, cookie-like and packed with peanut butter and chocolate.

Breakfast Scones- These scones literally have scrambled eggs, bacon, cheddar and parmesan cheese, and thyme in them so they make a great breakfast on the go. Even better smothered in our house-made gravy!

Banana and Banana Nut Bread- Perfectly moist and filling, amazing with a black cup of coffee.

Brown Butter Cookies- A soft, cakey spice cookie topped with rich browned butter icing, incredibly addicting.

Chocolate Chip Cookies- Packed with chocolate chips and gooey like a good cookie should be.

Cinnamon Rolls- Owner Michelle created the Maple Cream Cheese frosting recipe and the cinnamon roll recipe is her mother's. Housemade on the weekends, they are truly a special treat.

Croissants- Used in our breakfast sandwiches these are buttery and flaky and baked in-house daily.

Parmesan-Chive Biscuit – Used in our breakfast sandwiches and our biscuit & sausage gravy, these are Amanda's own recipe baked fresh every day.

We have a limited sandwich menu, focused on gourmet grilled cheese options. These change periodically so be sure to try them out and make recommendations to customers.

## **OUR VALUES**

In serving our community we are guided by four values: Kindness, Quality, Consistency and Cleanliness. Please review expectations regarding these values below.

### **Kindness**

1. Greet customers: Look directly at customers when they enter and greet them, even when you are making a drink for another customer. If you're not sure what to say, try something like, "Hello, welcome to Coffeehouse Five." Many customers may be new to the Coffeehouse and so will take time to review the menu. It's always good to make a suggestion, like your favorite drink, or ask if they're interested in something hot or cold, then make a suggestion.
2. Register: One person needs to be at the register drawer at all times. If friends come in to chat, please ask them not to congregate around the register. Having conversations with friends around the register creates a barrier to new people as they feel uncomfortable "intruding" in your conversation. Of course it's not an intrusion, but they feel that way if you're engaged with your friends.
3. Taking orders: Once the order has been taken, take the customers selected form of payment, process it in the POS, then turn the stand around to provide the customer an opportunity to add a tip to a credit card purchase, and to enter their phone number for our loyalty purchase. Every purchase over \$4 entitles the customer to a star, and after 5 stars they receive 15% their next purchase. The stars are tracked by the customers phone number, which they need to enter at the time of check out.

4. We have a couple of policies that provide an opportunity to communicate the character of Coffeehouse Five. First, posted on our front door is a sign that says No Outside Food or Beverage Allowed. Some people ignore or don't see this sign. If you see this happen, approach the individual and very kindly say, "I'm very sorry, but we don't allow outside food or beverage in the coffeehouse." If this causes difficulty, get a manager involved. Second, we provide free internet access to paying customers. We change the free wifi network (Coffeehouse Five Guest) password daily, and the password is posted on the whiteboard on the front of the kitchen refrigerator. If someone asks for the password, but hasn't purchased anything, simply say, "We provide the password with purchases. Is there something I can get for you?" Your ability to handle these challenging situations in a kind and non-threatening way will go a long way towards creating a positive and kind atmosphere in the coffeehouse.

#### Quality

1. We serve only coffees we roast in-house on an as needed basis for the highest possible freshness. We grind coffee only on demand (when we need to brew a pot) and each of our pots holds 10 to 12 cups of coffee. We can also sell bulk coffee, either whole bean or ground to the customers' specification.
2. As noted above, all of our food items are prepared on site with our own recipes. All food items we offer are tested first before being offered and we strive to use only the highest quality ingredients in all of our drinks and food items.

#### Consistency

1. Follow the Recipe: Since we have several employees, a repeat customer who orders the same drink multiple times is likely to have that drink made by a variety of individuals. It is of vital importance to make sure that drink is provided to the customer the same way every time. Our way of doing this is through use of our recipe book. The recipes are in OneNote, accessed through any of the order taking or order display tablets. USE THEM! We have reviewed, refined and modified these recipes to make sure the instructions are clear and specific. As you begin filling orders, take time to find the item in the recipe book and follow it precisely.
2. Steaming Milk: You will be trained on the proper way to steam milk. You will also find a video on the staff page of the website that demonstrates the proper way to steam milk. It is important that you check the temperature of your steaming daily to make sure you are not scalding the milk, or serving it too cold. Thermometers are located beside the espresso machine.
3. Taking Special Orders: Our system prints a kitchen ticket with every order which contains details of the order. The ticket comes up on the screen above the drink preparation station and sandwich orders are displayed on the tablet in the kitchen. It is important to enter all special details when taking the order in the notes section so that co-employees can prepare orders without asking any questions (everything, including notes, prints on the order ticket). And be sure to indicate whether the order is to stay or to go. This is simply a button at the top of the screen that toggles between **For Here** and **To Go**. Don't rush, but provide orders to customers as efficiently as possible.

#### Cleanliness

1. WASH HANDS FREQUENTLY – Use only hand washing sink in kitchen. NEVER dry your hands with a rag or towel. Always use the hand towels provided above the sink.
2. Awareness: Maintaining the highest level of cleanliness at all times is vital to creation of a relaxing and comfortable environment that exceeds customer's expectations. Whenever not otherwise engaged, look around behind the counter – are there dishes that need to be cleaned and replaced, counter need to be wiped down, machines wiped off? Look in the customer area – do tables need to be wiped off,

chairs need to be wiped off, items need to be placed in the trash, floor need to be swept? Remember the old adage – *“If you have time to lean, you have time to clean.”*

3. If you get it out, put it away: Simple motto. Not always simple in execution, because we get busy and forget. But do your best to pay attention to this one.

4. Tables/chairs: Tables and chairs in the customer area may be cleaned with the spray bottle labeled “Sanitizer”. Two of these are to be kept in the kitchen at all times. Towels are located under the pastry display counter. Place used towels in the laundry basket in the kitchen

5. Drink making cleanup: If preparing drinks, clean all utensils and containers after each preparation. Blender pitchers and steaming pitchers are to be rinsed after each use. Blender jugs should always be placed upright, never turn them upside down to dry. Other utensils may be placed in to be cleaned area of sink in kitchen.

6. Kitchen: ALWAYS wash hands then put on food prep gloves very performing any food preparation task in the kitchen. NO EXCEPTIONS.

7. Dish Washing: All dirty dishes are placed on left drain board of three part sink. As necessary and time is available, wash dishes. Fill left sink with hot water and one pump of detergent. Middle sink with hot water only for rinsing. Right sink to 2/3 full with hot water, then add 4 steramine sanitizing tablets. Wash dishes, place in rinsing compartment. Then place in sanitizing compartment for 10 to 15 seconds. Then place on drain board to air dry.

If you are helping open or close, refer to our opening and closing checklists for tasks that need to be completed each day. These are posted on the side of the kitchen refrigerator. There is also a list of tasks that can be completed when business is slow. Please refer to this list if you have down-time.

# COFFEEHOUSE GLOSSARY

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You will discover that we have our own “language” at the coffeehouse – coffee language. This section is intended to familiarize you with many of the terms we throw around every day. If there are other terms you hear us use that are not listed, just ask us what they mean.

## **ACIDITY**

A tasting term used to describe the result of naturally occurring flavor acids in coffee - is a flavor attribute that lends brightness and liveliness to the cup.

## **AEROPRESS**

The AeroPress is a device for brewing coffee, invented in 2005 by Aerobie president Alan Adler. Hot water is poured over finely ground coffee and then forced through a filter by pressing the plunger through the tube. The result is an 8 oz, near espresso strength concentration of coffee.

## **AFFOGATO**

Ice cream (traditionally vanilla) “drowned” with a shot of espresso.

## **AFTERTASTE**

A residual olfactory/taste sensation that remains in the mouth after swallowing brewed coffee.

## **AIRPOT**

Insulated container from which coffee is dispensed.

## **AMERICANO**

A shot of espresso diluted with hot water.

## **AROMA**

A sensation produced after inhaling the gases released by freshly brewed coffee.

## **BALANCE**

A pleasing combination of primary taste sensations.

## **BARISTA**

The person who prepares coffee at a coffee bar.

## **BEAN**

More accurately, the coffee seed, or endosperm, found at the center of the coffee cherry or fruit.

## **BLEND**

A mixture of two or more coffees and/or roast profiles. A blend can either be a pre-roast or post-roast blend. In a pre-roast blend the different coffees are combined before roasting, and roasting together. In a post-roast blend, the coffees are roasted separately, often to different roast levels, and then combined after roasting. Our espresso is a post-roast blend, while our House and Timequake are pre-roast blends.

**BLOOM**

The interaction between hot water and freshly ground coffee will cause the coffee grounds to release carbon dioxide gas trapped inside the bean during the roasting process that appears as large “bubbles” on the surface. Freshly roasted coffee will release more gas and consequently have a larger bloom than roasted coffee that has been sitting for some time.

**BREVE**

Considered to be an “American” version of the latte, containing espresso and steamed half-and-half rather than milk.

**BRIGHTNESS**

Brightness is used to describe the level of acidity in coffee. Generally described in terms of fruit tones.

**CAFFEINE**

A mild psychoactive drug that makes the world go round.

**CAFÉ AU LAIT**

A combination of brewed coffee and steamed milk, typically in a 1:1 ratio.

**CAFÉ MIEL**

A combination of espresso, steamed milk, honey and cinnamon. The name comes from the Spanish word for honey – miel.

**CAPPUCCINO**

An espresso shot combined with foamed steamed milk. Five to seven ounces total.

**CHAFF**

Chaff is the silverskin that comes off coffee beans during the roasting process.

**CHEMEX**

The classic hourglass-shaped filter coffee brewer. Chemex filters are denser than other paper filters, and many believe that this creates a sweeter, well-balanced cup of coffee. We do not currently use the Chemex brewing method.

**COFFEE BELT**

Almost all the coffee produced in the world is grown in the Coffee Belt—a horizontal strip of land between the Tropics of Cancer and Capricorn. Located between 25°N and 30°S, the Coffee Belt surrounds the Equator, passing through Central and South America, Asia, and Africa. The birthplace of coffee, Ethiopia, is located right above the Equator, so it’s no surprise that its most famous export needs similar conditions to flourish. Stretching from Mexico to Brazil (Central & South America), Yemen to Zimbabwe (Africa), and India to Papua New Guinea (Asia), the belt passes through countries with lush, tropical climates.

**COLD BREW COFFEE**

Coffee grounds are steeped in cold water for about 12 hours, then strained to make a concentrate that's used for iced coffee and can be cut with milk or water. The cold brew process creates a less acidic coffee. We also use the cold brew in our nitro coffee.

**CORTADO**

Espresso topped with flat steamed milk, 4 to 4 1/2 ounces total.

**CREMA**

Thick, caramel-colored emulsified oils that sit on top of an espresso.

**CUPPING**

Tasting method used by coffee professionals. Coarsely ground coffee is steeped with hot water in shallow bowls, then slurped from flat spoons.

**DARK ROAST**

Coffee beans roasted until they exude oils. The style has fallen out of favor among many artisanal roasters who think it overwhelms certain flavors. However, many consumers still love this type of roast as their primary daily coffee.

**DECAFFEINATED**

Coffee that has had the majority of its caffeine removed. Studies have shown that 2 - 12 milligrams of caffeine remain in the average 8 ounce cup of decaffeinated coffee. (Prior to decaffeination, an average cup holds 95 - 200 mg of caffeine.)

**DIRECT TRADE**

When coffee roasters buy directly from farms rather than from brokers. Proponents say it increases coffee quality and gives farmers more power.

**DRIP COFFEE**

Coffee made with a filter, a press pot, a percolator or a countertop coffee maker. Flavor is extracted by contact with water not under pressure. This is the method used for our daily brew coffee.

**DRY PROCESS**

Also referred to as "natural process." Indicates coffee was dried with the cherry left on the seed.

**ESPRESSO**

Concentrated coffee made when hot water is forced at pressure through fine coffee grounds. Usually slightly less than 2 ounces total. Baristas prefer 8 to 10 bars of pressure and 15 to 25 grams of coffee.

**EXTRACTION**

Drawing flavor from coffee grounds through a brewing process. Coffee can be underextracted and taste sour or overextracted and taste bitter.

**FAIR TRADE**

A private program that certifies that farmers or coffee growers are paid a minimum price for coffee.

**FLAT WHITE**

Espresso with flat, steamed milk, about 5 to 7 ounces.

**FRAGRANCE**

Something we're not allowed to wear at work.

**FRENCH PRESS**

Coffee made by steeping grounds with hot water in a vessel with a plunger and metal filter that pushes the grounds to the bottom. Often used in coffee bars for limited-edition coffees. Also called a press pot.

**GREEN BEANS**

Unroasted coffee beans. Ask to see some in our roasting room. You will notice that unroasted beans are much smaller than roasted beans, and have a slightly green tint – thus the name.

**IMPORTER**

The entity responsible for sourcing, quality-assurance, logistics, insurance and financing for the import of coffee. As coffee is not grown in the United States we rely on importers to secure the beans we roast.

**KALDI**

Kaldi was a legendary goatherder from Ethiopia who was thought to have discovered coffee when he noticed that his goats would become agitated and jumpy after eating berries from coffee shrubs.

**LATTE**

Espresso with steamed milk, 8 ounces or more total.

**LATTE ART**

The pattern formed by rhythmically pouring steamed milk into an espresso drink. Decorative and demonstrative; only properly steamed milk will hold a form.

**MACCHIATO**

There is some confusion as to the meaning of this term because of the way that Starbucks began to employ it. The traditional Macchiato is Espresso topped (“marked”) with a dab of foamed steamed milk, about 2 to 3 ounces total. Starbucks, with their Caramel Macchiato (which we also sell) used the term to refer to steamed milk topped (“marked”) with espresso and caramel drizzle.

**MICRO-LOT**

Coffee from a single farm, or a specific part of that farm.

**MOCHA**

Espresso mixed with chocolate syrup and steamed milk.

**NATURAL**

A processing method that involves letting the coffee seed ferment inside the cherry before dry milling. Also called "dry" or "unwashed" process.

**ORGANIC**

Coffee can be called organic if it is certified to have grown on soil that had no prohibited substances applied for three years prior to harvest. Prohibited substances include most synthetic fertilizers and pesticides. This certification is difficult and expensive to obtain, so many coffee farmers from whom we obtain beans using organic methods on their farms, but haven't received the certification.

**PORTAFILTER**

The filter basket and handle on an espresso machine.

**POUR-OVER COFFEE**

A method of drip coffee developed in Japan in which the water is poured in a thin, steady, slow stream over a filter cone. One cup of coffee takes as long as three minutes to brew. We use the V60 Pour-over method (see below).

**PUCK**

Spent coffee from a portafilter.

**PULL**

Espresso shots are "pulled." The term is a holdover from when machines were lever operated.

**REDEYE**

A cup of brewed coffee topped off with a shot of espresso. .

**RISTRETTO**

Espresso pulled short — with less water — for a smaller, more concentrated drink.

**ROAST**

Unpalatable green beans are heated to create complex flavors that are extracted during brewing. We roast all of our beans on-site. Our roasting process is described in more detail above. In general we describe beans as light-roast, medium-roast or dark-roast to distinguish how long the beans are heated in the roasting process. Light roast beans will be medium-brown to caramel colored and, while medium roasts will have a somewhat darker shade of brown. Dark roasts will be dark brown with some oils appearing on the surface of the bean. In dark roasts the smoky flavor of the roasting process itself often predominates over the flavor of the bean.

**SEASONAL COFFEE**

Coffee beans ripen at different times of the year in different regions, and can appear in markets and coffee bars for limited times.

**SINGLE ORIGIN**

Coffee from a particular region, farm or area within a farm.

**SWISS WATER PROCESS**

A non-toxic/non-chemical decaffeination process that uses carbon filters and water to remove 99.9% of caffeine from unroasted coffee.



**UNDERTOW**

A layered drink featuring a combination of syrup (typically vanilla), 2 oz. cold milk, and a double shot espresso. The vanilla and milk are added to the cup, then the espresso shots are added by being poured over the bottom side of a spoon so that the espresso remains on top of the drink, rather than mixing in from the force of the pour.

**VARIETAL**

Often used interchangeably with cultivar. A cultivated variety of coffee produced by horticultural or agricultural techniques. Common arabic examples include Bourbon, Catuai, Caturra, Catimor, Typica, and Geisha.

**V60 POUROVER COFFEE**

This is the pourover method we use in the coffeehouse. Drip coffee made with a ceramic, glass or plastic cone with ridges lined with a paper filter. Sometimes referred to as a Hario for the company that originally came up with the design. Favored by professionals because it gives them control over water temperature and brewing time as water is poured over the grounds by hand. This coffee is sediment free, though some believe the filters add unwanted flavor.

**WASHED**

Method of processing harvested beans where the coffee beans are depulped and fermented, rather than being allowed to dry in the sun without depulping (the dry or natural process).

**YIRGACHEFFE**

(also spelled Yirgachefe, Yergacheffe, or Yerga Chefe) is a micro-region within the much larger region of Sidama (or Sidamo) in southern Ethiopia. It is widely considered the birthplace of coffee. Ethiopian Yirgacheffe has a light to medium body (although they can be full body as well) with a more floral palate than south and central American coffees. The Ethiopian Yirgacheffe is a popular example of a high-quality single origin coffee.

## **EMPLOYEE HANDBOOK & AT WILL EMPLOYEE STATUS ACKNOWLEDGEMENT**

The undersigned employee hereby acknowledges receipt of a copy of the Coffeehouse Five Employee Handbook. The employee agrees to read the Handbook and abide by the Company's policies and procedures. The undersigned further understands and agrees that:

- Additional information, policies and changes may be implemented from time to time by Coffeehouse Five
- The Employee Handbook is not an employment agreement nor is it guarantee of employment.
- The employee is an "at will" employee, which means either the employee or Coffeehouse Five may terminate the employment relationship at any time, for any reason or for no reason.
- The employee's status as an at will employee can only be changed through a written agreement duly authorized and executed by the Owner(s) of Coffeehouse Five and the employee.
- There have been no statements, agreements, promises, representations or understandings made by any officer, employee or agent of Coffeehouse Five inconsistent with this Acknowledgement form.

**Signature of Employee:**

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**Printed Name of Employee:**

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**Date:**

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