



## Coffee Shop Steward manual

### Objectives

1. To increase community engagement and wellbeing through hosting a shared meeting space
2. To recover our costs

### Outline approach

The Beech Village Coffee and Cake shop will:

1. Be implemented in a phased approach. We will ramp up opening hours and the range of offerings in-line with demand and our capabilities (volunteers and skills)
2. Be funded by
  - a. a fundraising campaign to increase community buy in and engagement
  - b. EHDC Supporting Communities Grant
  - c. BVH charity reserves
3. Be run by volunteers
4. Be open to all and proactive in creating local support groups
5. Provide a safe space for conversation and support with:
  - a. Fresh coffee, tea and home-made cakes
  - b. Simple lunches
6. Be economically viable, serving at least 10 customers per week when fully operational against a minimum market assessment of 15 per week.
7. Run in the Hall Lounge/Bar with tables inside and outside on weekdays only
8. Be subject to a set of Operating Principles

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## Summary

<b>Coffee Shop Committee</b> <b>(appointed by BVH MC)</b> (maintain the overall menu plan)	<b>Coffee Shop Steward (AM)</b> (prepare, organize and run the day)	
	<ol style="list-style-type: none"> <li>1. Handle last minute changes to the schedules</li> <li>2. Buy the 'consumables' we need the day before as per 'Consumable list'</li> <li>3. Set up the shop in the morning as per 'Start of Day' checklist</li> <li>4. Run through procedures and plan for the day at start of each of the 2 shifts</li> <li>5. Request reimbursement for 'Consumable' purchases.</li> <li>6. Tidy up the shop at the end of days as per 'End of Day' checklist</li> <li>7. Problem management</li> <li>8. Ensure compliance with our food hygiene policy             <ol style="list-style-type: none"> <li>1. Complete daily/weekly diary checklist</li> <li>2. Reflect on lessons learned</li> </ol> </li> </ol>	
	<b>Cake Curator</b> (prepare the cakes and deliver on the day)	<b>Coffee Grinder</b> (smile and serve a 3 hour shift)
<b>Volunteer team leader</b> (maintain overall schedule and skills of the team)		
<b>Bar manager</b> (maintain the stock levels and point of sale system)		

## In advance

Ensure you have:

What you need?	How to get?
Access to our Google calendar	Email: <a href="mailto:bookings@beechvillage.org">bookings@beechvillage.org</a>
A set of keys to the hall, stock cupboard and bar cupboards	

## Prepare your skills

Subject	What	How
Food hygiene	Handwashing Cleaning effectively Allergens	<a href="#">FSA handwashing video</a> <a href="#">FSA Cleaning video</a> <a href="#">FSA Allergens</a>
iZettle	Connect reader to iPad Update inventory	

Coffee machine operation	<input type="checkbox"/> Add water <input type="checkbox"/> Add beans <input type="checkbox"/> Run maintenance including cleaning and descaling	
Problem management	<input type="checkbox"/> Understand how to record and manage problems	<a href="#">BVH problem reporting</a>

Plus be familiar with the Coffee Grinder skills:

Subject	What	How
Coffee machine operation	<input type="checkbox"/> Prepare coffee <input type="checkbox"/> Prepare milk	<a href="#">How to use ORACLE Touch video</a>
	<input type="checkbox"/> Add water <input type="checkbox"/> Add beans	
	<input type="checkbox"/> Clean the machine <input type="checkbox"/> Empty the overflow	
	Dishwasher operation	
Sonos sound system operation	<input type="checkbox"/> How to play from phone <input type="checkbox"/> How to play from the iPad <input type="checkbox"/> How to adjust volume	

### Week before

Check Google calendar and confirm that Cake Curator and Coffee Grinders are ready.

### Day before

Buy consumables (milk) as per list (see [After the Day](#) for how to claim this as an expense)

### On arrival

- Wash your hands
- Check for any cuts and apply plaster(s)

## Start of day

0900 ready for opening at 1000

1	Unlock Hall
2	Unlock Hall cupboard
3	Turn on Coffee machine
4	Fill coffee machine with water
5	Once heated up run coffee machine clean cycle
6	Move bistro chairs to lounge
7	Put out clean set of:
0	o Aprons
0	o Barista clothes
0	o T towels
0	o Scourer and dishcloth
8	Move cake displays to counter top
9	Take stock items from hall cupboard and set up
10	Lock hall stock cupboard
11	Unlock lounge bar cupboards
12	Put milk(s) into fridge
13	Disinfectant spray and wipe tables and counter tops.
14	Set up iPads & card readers. Check battery and connection.
15	Set up SONOS, insert ethernet & power cables. Test.
16	Check for clean bin liner
17	Set up 'knock box' on counter next to coffee machine
18	Check and note fridge temperature
19	Take ice packs from kitchen freezer and place in base of cake displays
20	Set up tables with table clothes
21	Check roasted bean level in Coffee machine and top up
22	Move 2 kettles from kitchen to behind bar and fill
23	Take delivery of cakes. Place in cake displays. Check list of ingredients and use by dates.
24	Write on chalkboard description of cakes include ingredients & baker.
25	Update weekly checklist
26	Take Sandwich board from behind bin store and place at main entrance to Village Hall car park

Source: Coffee shop checklists.xls

## End of day

From 1600 to 1700

1	Take aprons from Coffee grinders and add to laundry pile
2	Clear and clean all crockery, plates and surfaces.
3	Clean off chalkboard
4	Take and dispose of any unsold cakes
5	Empty kettles and move to kitchen
6	Empty coffee beans from machine and place in sealed container
7	Empty water from coffee machine
8	Turn off coffee machine and cover
9	Store 2 tables behind entrance door
10	Take ice packs from cake displays and store in kitchen freezer
11	Empty contents of 'knock box' into bag and take with you
12	Update weekly checklist
13	Turn of iPads and place with card readers in cupboard under sink
14	Discard any unused milk
15	Lock lounge bar cupboards
16	Unlock hall stock cupboard
17	Disconnect Sonos and place in hall cupboard
18	Move 'knock box' to hall cupboard
19	Move cake displays to hall cupboard
20	
21	Move bistro chairs to hall cupboard
22	Lock hall cupoard
23	Tidy up, sweep and clean floors in the serving area
24	Check toilets
25	Lock hall
26	Take and launder:
0	o T towels
0	o Barista clothes
0	o Aprons
27	Store sandwich board behind bins
28	Take bin liner and place in green bin at entrance to hall
29	Take bag of 'knock box' and dispose on compost pile

Source: Coffee shop checklists.xls



### After the day

Submit an expense claim for the milk and consumable purchases:

[www.beechvillage.org.uk/bee-ch-coffee-and-cake-expense-claim/](http://www.beechvillage.org.uk/bee-ch-coffee-and-cake-expense-claim/)

### Problem management

Please ensure that we capture all problems, issues and feedback for action and learning.

Please record any problems using our problem management system:

[www.beechvillage.org.uk/problem-reporting/](http://www.beechvillage.org.uk/problem-reporting/)

## Our coffee

### Our coffee beans

We source our ‘SPECIALITY’ grade arabica roasted coffee beans from Moon Roast who are a ‘specialist’ roaster;

#### Moon Roast:

Source coffee as directly from origin as we are able, and our high-grade, 100% Arabica beans comes straight from small farms in coffee-growing countries like Rwanda, Kenya and Guatemala. Our coffee is seasonally selected at the roastery through the process of sample roasting and cupping when shipments of new season coffee have landed.

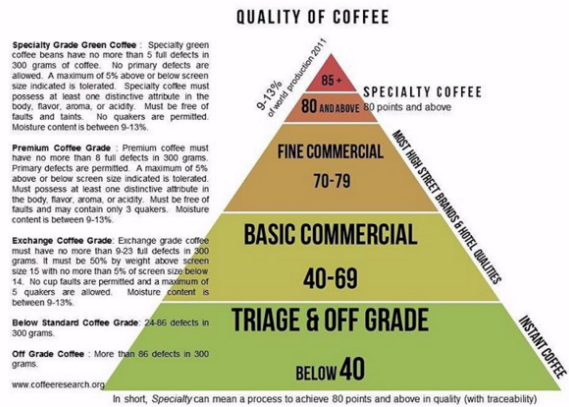
### Moon Roast Blend Composition

50% [Brazil Fazenda Irubi](#)

30% [Colombia Monte Bonito](#)

20% [Guatemala Finca Filadelfia](#)






### Speciality grade:








# BEECH COFFEE & CAKE


Name	Machine setting		Qty of coffee	Cup size	Qty of milk	Qty of water	Notes
Espresso	BVH Espresso		40 ml (double)	3 oz (85 ml)	None	None	Machine set up is: Coffee grinder setting of 15 Weight of ground coffee 20g Brew time of 30 seconds Delivers approx. 40 ml of Espresso
Macchiato	BVH Latte		40 ml (double)	3 oz (85 ml)	2 spoons	None	One or two spoons of milk froth on top of an Espresso
Cortado			40 ml (double)	6 oz (170 ml)	40 ml	None	Espresso topped with 50% steamed milk
Flat white			40 ml (double)	6 oz (170 ml)	120 ml	None	Espresso topped up with 2/3 steam milk and a fine layer of foam on top (<1 cm)
Latte			40 ml (double)	8 oz (227 ml)	180 ml	None	Espresso topped up with 2/3 steam milk and a fine layer of foam on top (1-2 cm)
Cappuccino	BVH Cappuccino		40 ml (double)	10 oz (284 ml)	180 ml	None	Espresso topped with 1/3 steamed milk and 1/3 dry foam. A traditional cappuccino has an even distribution of espresso, steamed milk, and foamed milk (2-4 cm) How to make one: <a href="http://www.youtube.com/watch?v=wRe3Z9ogDaA">www.youtube.com/watch?v=wRe3Z9ogDaA</a>
Americano	BVH Americano		40 ml (double)	8 oz (227 ml)	None	140 ml	Water with Espresso added. 2/3's hot water How to make one: <a href="http://www.youtube.com/watch?v=ZUI9F5jWjBk">www.youtube.com/watch?v=ZUI9F5jWjBk</a>
Long Black			40 ml (double)	8 oz (227 ml)	None	120 ml	Water with Espresso added. 2/3's hot water

## Our shared calendar


<p>We have set up a Google Calendar so we can manage the schedule of who is doing what and when for the Coffee shop. The calendar is available on the iPads in the Coffee shop by clicking on the calendar logo.</p>	
<p>To access the calendar from your own device: Email <a href="mailto:bookings@beechvillage.org.uk">bookings@beechvillage.org.uk</a></p>	

## Our Food Hygiene policy and records

We use the Safer Food Better Business Plus app to document our policy and maintain our records for Food Hygiene.

<p>We have set up SFBB+ to hold the Beech Coffee and Cake Food Hygiene policy and our day to records for Food Hygiene including:</p> <ul style="list-style-type: none"> <li>• Training records</li> <li>• Food hygiene assessments</li> <li>• Daily and weekly diary sheets</li> </ul>	
<p>We would normally expect only volunteers performing the Coffee Shop Steward role to require access to SFBB+</p> <p>To access SFBB+</p> <ol style="list-style-type: none"> <li>1. Download the SFBB+ app to your phone or tablet from the app store</li> <li>2. Signin and create a user profile (do not subscribe)</li> </ol> <p>Email <a href="mailto:bookings@beechvillage.org.uk">bookings@beechvillage.org.uk</a> requested access to SFBB+</p>	

## Our document library: OneDrive

<p>The Charity uses Microsoft OneDrive to securely store its documents including our policies, procedures and instructions such as this manual. We have set up the OneDrive account and access under the <a href="mailto:bookings@beechvillage.org.uk">bookings@beechvillage.org.uk</a> account on the two Point of Sales iPads in the village hall lounge. To access:</p> <ul style="list-style-type: none"> <li>• Coffee Grinder manual</li> <li>• Shop Steward manual</li> <li>• List of ingredients</li> </ul> <p>Click on the OneDrive icon on the iPad in the lounge/bar</p>	
<p>To access OneDrive from your own device you require:</p> <ol style="list-style-type: none"> <li>1. Either a browser or the OneDrive app (downloadable from app store)</li> <li>2. A Microsoft account: <a href="#">link to microsoft</a></li> <li>3. Authority for your Microsoft account to have 'shared' access to the appropriate folders in the Charities OneDrive file system</li> </ol> <p>Please email <a href="mailto:bookings@beechvillage.org.uk">bookings@beechvillage.org.uk</a> with the name of your Microsoft account (normally your email address) to request access</p>	