



Coffee Grinder's 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

<p>Coffee Shop Committee (appointed by BVH MC) (maintain the overall menu plan)</p>	<p>Coffee Shop Steward (AM / PM) (prepare, organize and run the day)</p>	
	<p>Cake Curator (prepare the cakes and deliver on the day)</p>	<p>Coffee Grinder (smile and serve a 3 hour shift)</p> <ol style="list-style-type: none"> 1. Regularly wash hands and keep surfaces clean at all times. 2. Take orders using point of sale system 3. Take payments using point of sales system 4. Prepare drinks and food 5. Serve drinks and food 6. Collect used crockery and run through dishwasher 7. Curate our sound system 8. Take feedback and suggestions for improvement
	<p>Volunteer team leader (maintain overall schedule and skills of the team)</p>	
<p>Bar manager (maintain the stock levels and point of sale system)</p>		

In advance

If you have not already done so please go to this [web page](#) to sign up as a Volunteer!

Once you have signed up we will send you a link to our [Beech Coffee and Cake](#) Google Calendar where you can sign up for 3 hour shifts.

Prepare

Serving in a busy coffee shop is fun and fulfilling but you do need to know the basics and as we are a registered Food Business we do need to conform to the Food Standard Agencies requirements.

Listed below are the subjects you will need to understand and how you can get up to speed:

Subject	What	How
Food hygiene	Handwashing Cleaning effectively	FSA handwashing video FSA Cleaning video
	Handle enquiries about allergens in our products	Review list of allergens: FSA Allergens Access our list of ingredients in OneDrive
Accidents	Know how to handle an accident	Read our accident and emergency poster Locate first aid box Record and report problems
iZettle	<input type="checkbox"/> Take an order <input type="checkbox"/> Cancel or amend an order <input type="checkbox"/> Take a card payment <input type="checkbox"/> Email a receipt <input type="checkbox"/> Refund a card payment	Review iZettle instructions
Coffee	<input type="checkbox"/> Types of coffee <input type="checkbox"/> Source of our Moon Roast beans <input type="checkbox"/> Types of milk	Review 'Our coffee'
	<input type="checkbox"/> How to make an 'Espresso' coffee. (note our machine automates most of this)	How to make an Espresso video
	<input type="checkbox"/> How to froth milk (note our machine automates most of this)	How to froth milk video
	<input type="checkbox"/> Understand OUR standard coffee brews	See table below
Coffee machine operation	<input type="checkbox"/> Prepare coffee <input type="checkbox"/> Prepare milk	How to use Sage ORACLE Touch
	<input type="checkbox"/> Understand best practice in using the Sage Oracle Touch	Tips: Best practise on using Sage Oracle Touch
	<input type="checkbox"/> Add water <input type="checkbox"/> Add beans	
	<input type="checkbox"/> Clean the machine <input type="checkbox"/> Empty the overflow	
Cafetiere coffee	<input type="checkbox"/> Use of grinder <input type="checkbox"/> Qty of ground coffee and water	
Tea	<input type="checkbox"/>	
Cake serving	<input type="checkbox"/> Use of cake slice and tongs	
Dishwasher operation		Review Dishwasher instructions
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	Hands on training

Before your shift

- Make sure you are fit and well. Please let us know if you are not feeling well!
- Prepare your ‘playlist’ of music.
- Wear comfortable shoes and clean clothes!
- Make sure you have your name badge

On arrival

- Wash your hands
- Put on a clean apron
- Check your hands for cuts and cover with a plaster
- Attach your name badge
- Check availability of cakes and biscuits and update chalkboard

During your shift

- Remember to use the drinking water tap to fill kettles and the coffee machine
- Regularly check the coffee machine ([see best practice](#))
- Wash your hands regularly
- Gather up dirty crockery and run through the dishwasher

End of shift

- Detach your name badge from you apron
- Return your apron so we can clean it

Let us know:

What went well?	
Any problems?	
Did anything break?	
Did we run out of anything?	
Did anyone ask for something we don't have?	
How can we make it easier/more enjoyable for you?	

More about 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.

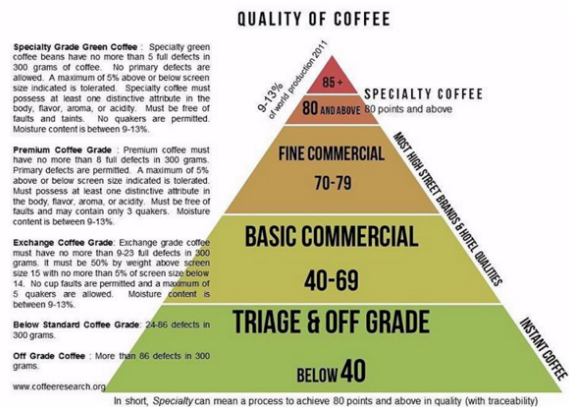
Moon Roast Blend Composition

50% [Brazil Fazenda Irubi](#)

30% [Colombia Monte Bonito](#)

20% [Guatemala Finca Filadelfia](#)

Speciality grade:



A quick guide to coffee drinks

The ‘coffee’ drink can be extracted from ground roasted coffee beans in a variety of ways.

- Espresso machine
- Hand held espresso maker
- Stovetop espresso maker
- Aeropress
- French press
- Coffee bag
- Vacuum / siphon pot
- Percolator
- Manual pour over coffee makers
- Machine pour over coffee makers

We have selected to serve Espresso based coffee drinks.

Espresso is a method of brewing coffee that uses high water pressure and ‘tamped’ ground beans to make a small concentrated ‘shot’ that is also called an Espresso.

Espresso ([/ɛˈspresəʊ/](#) ([listen](#)), Italian: [\[eˈspresso\]](#)) is a [coffee](#)-brewing method of [Italian](#) origin, [\[1\]](#) in which a small amount of nearly boiling water (about 90 °C or 190 °F) is forced under 9–10 bars (900–1,000 kPa; 130–150 psi) of pressure (*expressed*) through finely-ground [coffee beans](#). Espresso coffee can be made with a wide variety of coffee beans and [roast degrees](#). Espresso is the most common way of making coffee in southern Europe, especially in [Italy](#), [Spain](#), [Portugal](#), [Switzerland](#), Southern [France](#) and [Bulgaria](#).

Espresso is generally thicker than coffee brewed by other methods, with a viscosity of warm honey. This is due to the higher concentration of [suspended](#) and [dissolved solids](#), and the *crema* on top (a foam with a creamy consistency).^[2] As a result of the pressurized brewing process, the flavors and chemicals in a typical cup of espresso are very concentrated. The three dispersed phases in espresso are what make this beverage unique. The first dispersed phase is an emulsion of oil droplets. The second phase is suspended solids, while the third is the layer of gas bubbles or foam. The dispersion of very small oil droplets is perceived in the mouth as creamy. This characteristic of espresso contributes to what is known as the body of the beverage. These oil droplets preserve some of the aromatic compounds that are lost to the air in other coffee forms. This preserves the strong coffee flavor present in the espresso.^[3] Espresso is also the base for various coffee drinks—including [caffè latte](#), [cappuccino](#), [caffè macchiato](#), [caffè mocha](#), [flat white](#), and [caffè Americano](#).

Source: Wikipedia

The Espresso ‘shot’ is the basis for a variety of coffee drinks based on adding extra water and or types of frothed milk.

Our coffee machine

Sage Oracle Touch best practice:

Tips: www.youtube.com/watch?v=V8246awntvM

1. Maintain the same quantity of beans in the hopper (regularly top up)
2. Pre-warm portafilter by keeping in the brew head
3. Pre-warm cups by keeping on warming tray of machine or use hot water
4. Wipe down portafilter with clean damp paper towel before use
5. Occasionally flush brew head by pressing brew without portafilter in place for 5 seconds and then wipe down with damp paper towel

Our Espresso set up:

Our machine is set up to automatically dispense a standard ‘double Espresso’:

Coffee grinder setting of 15

Weight of ground coffee 20g






Brew time of 30 seconds

Delivers approx. 40 ml of Espresso

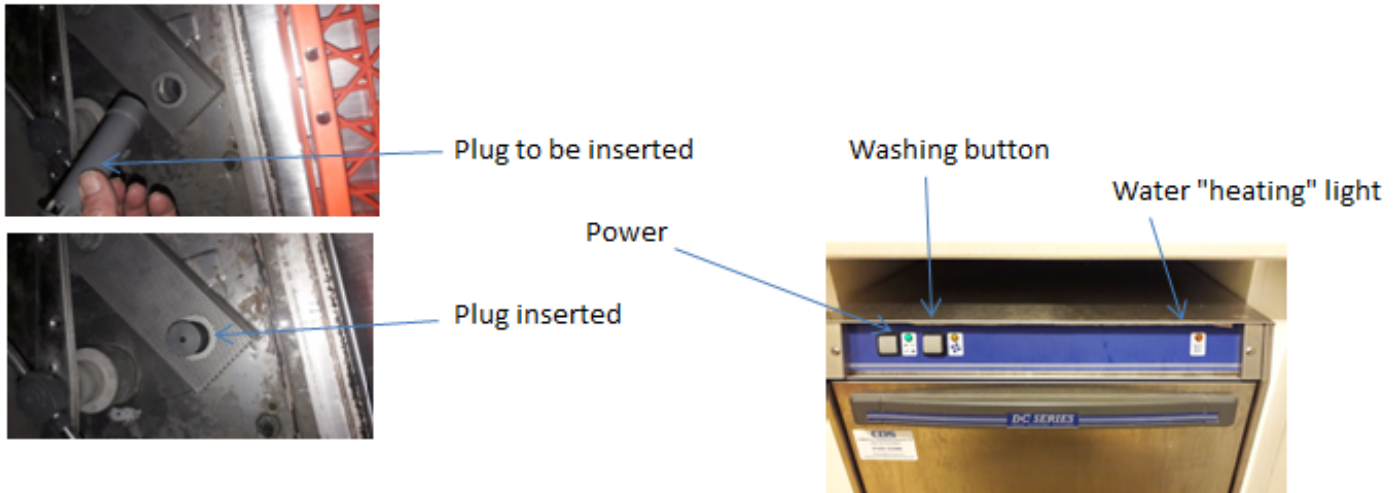


BEECH COFFEE & CAKE

Our coffees:

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: www.youtube.com/watch?v=wRe3Z9ogDaA
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: www.youtube.com/watch?v=ZUI9F5jWjbk
Long Black			40 ml (double)	8 oz (227 ml)	None	120 ml	Water with Espresso added. 2/3's hot water

Dishwasher Instructions



1. Prepare dishwasher
 - a. Open door, and put water plug in base of washing area, under tray.
 - b. Replace tray, close door, and push in left hand power button.
2. Washer should now fill, and heat the water – heating light will glow.
 - a. When water is hot the orange light by right hand button will go out.
 - b. It is now ready to use.
3. To wash glasses:
 - a. Fill glass tray, and when ready,
 - b. Close door, then
 - c. Push-and-hold right hand button in for a second or two.
 - d. Washing cycle will now start – and end after around 3 minutes.
4. Glasses will now be hot, and clean.
 - a. Either leave to air or dry with towel and replace on shelf
5. At end of evening:
 - a. Remove water plug, rest it in the tray, and close door.
 - b. Water will now pump out automatically.
 - c. Check inside that it is empty.
 - d. Press power switch and see power light go out.
 - e. Close door.
6. Any problems, ask a Committee member near you!

iZettle Point of Sale

SET UP


1. Power on the iPad
 1. Enter power on password: 010180
 2. Open the iZettle app
2. Power on the iZettle card reader
 1. Press the power button top right on back.
 2. After start up it should say "Hello"
3. Check power status of each device. If they are low on power please recharge them.
4. Place iZettle POS on front of bar and iZettle reader on bar

Sell	<ol style="list-style-type: none"> 1. You should be at the 'Sell' screen on the iPad 2. Select product. If you make an error you can delete and start again 3. Tap 'Card' button at bottom right of screen (if cash or card is enabled) 4. The amount should now be displayed on the card reader 5. Ask the customer to tap or swipe their card
Receipt (sent via email)	<ol style="list-style-type: none"> 1. Click the button in the top left of the iZettle screen 2. Select the 'Receipt' menu item 3. Identify and select the transaction by the amount and last 4 digits of the card 4. Click on the 'envelope' icon at the bottom of the screen 5. Enter the email address of the customer
Refund	<ol style="list-style-type: none"> 1. Click the button in the top left of the iZettle screen 2. Select the 'Receipt' menu item 3. Identify the transaction by the amount and last 4 digits of the card number 4. Click on the transaction 5. Click on REFUND 6. The customer will then need to represent their card.
Free drink for Bar staff	<ol style="list-style-type: none"> 1. From the SELL screen select the drink 2. On the right hand side press the discount button 3. Enter 100% 4. Enter cash and finish the transaction 5. Please note the discount applies to the entire shopping cart

iZettle problems


No connection to card reader	Check reader is powered on and has charge	Power button is top right of iZettle card reader Plug into charger
	Check reader is connected to iZettle software	From iZettle app on iPad: Click top left menu button Select 'Settings' Select 'Card reader' Check status

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 bookings@beechvillage.org.uk</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"> • Training records • Food hygiene assessments • Daily and weekly diary sheets 	
<p>We would normally expect only volunteers performing the Coffee Shop Steward role to require access to SFBB+ To access SFBB+ 1. Download the SFBB+ app to your phone or tablet from the app store 2. Signin and create a user profile (do not subscribe) Email bookings@beechvillage.org.uk 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 bookings@beechvillage.org.uk account on the two Point of Sales iPads in the village hall lounge. To access:</p> <ul style="list-style-type: none"> • Coffee Grinder manual • Shop Steward manual • List of ingredients <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"> 1. Either a browser or the OneDrive app (downloadable from app store) 2. A Microsoft account: link to microsoft 3. Authority for your Microsoft account to have 'shared' access to the appropriate folders in the Charities OneDrive file system <p>Please email bookings@beechvillage.org.uk with the name of your Microsoft account (normally your email address) to request access</p>	