



— ORGANIC COFFEE ROASTERS —

BARISTA TRAINING MANUAL

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Please use this as a guide that you can refer back to. Your barista trainer will go into more detail onsite and show you how all these steps are achieved. If you ever have any questions, please feel free to call 1300 52 55 99 or email info@joybeans.com.au

1. INTRODUCTION

Being a barista can be one of the most enjoyable and rewarding jobs you will ever have. The excitement of morning rush hour, with the pressure to make everyone's drink perfectly. At Joy Beans, we have one word that all of our barista know: CONSISTENCY.

Consistency is the most important word for every barista to know:

CONSISTENCY in your customer service

CONSISTENCY with your pour and milk texturing

CONSISTENCY with your machine cleaning and maintenance

Consistency is what keeps customers coming back. The steps you will learn in this manual are all about making you and your café produce the most consistent coffee to keep your customers coming back.

Let's get started!

2. COFFEE MENU

Before you start jumping on the machine, it's important that you know the coffee menu. This is a guide to the most popular drinks. If you ever have a customer order a drink and you don't know how to make it, don't try and guess – ask your customer how they would like their drink made. It's better to have a happy customer than getting it wrong.

The most common drinks:

Espresso: Around 30ml of coffee, serve immediately

Macchiato: Shot of espresso with a dollop of textured milk

Piccolo Latte: Shot of espresso with steamed milk in a 30ml small glass

Latte: Shot of espresso with steamed milk. 1cm foam in a 150ml glass.

Flat White: Shot of espresso with steamed milk. 0.5cm foam in bowl/mug ceramic cup

Cappuccino: Shot of espresso with steamed milk. 1.5cm foam in bowl/mug, chocolate on top

Other drinks:

Ristretto: The first 15ml of espresso shot, serve immediately

Cold brew: Coffee that has been soaked in water for 12-15 hours. Very low acidity and can be enjoyed black or white.

Filter coffee: Can be made in many different forms (Chemex, Aeropress, V60, Moccamaster, Siphon). A lighter coffee that allows you to experience different flavours.

Single Origin: A coffee that comes from one area. Mostly used for black or filter coffees, a great way to experience the flavours of that region.

There are several other types of coffees, but these are the most popular in Australian cafes.

3. THE CUSTOMER EXPERIENCE

Customers are the life-blood of any business, and as a barista it's your job to make them happy. There will be days you might not feel like dealing with customers, but it's so important that you can change your mood and make the customer experience memorable. At Joy Beans, we work on the 4 steps of service:

1. Greet warmly and engage in conversation (not just 'how's your day'). Look for ways to connect with your customer (find something you have in common).
2. Let your customer know you care with:
 - Upselling (are you having something to eat with that?)
 - Suggestive sell (have you tried our)
 - Cross sell (how do you make your coffee at home? You'd love this Chemex...)
3. Ask your customer how their coffee was. Feedback good or bad is great, it gives you a chance to see how you're going, fix a problem or make something better.
4. Thank them for coming and encourage them to come again.

“CUSTOMERS FIRST, AND THEIR EXPERIENCE” – this is a great guiding principle that we strive to achieve.

4. GRINDING / POURING ESPRESSO

At Joy Beans, our espresso pour is based on a recipe. We have a recipe so that everyone can pour a shot the same, therefore giving us better CONSISTENCY. To achieve this, we weigh every shot of coffee that we grind. We weigh and time every espresso shot to ensure that every shot will be extracted in the same way.

This is the recipe for our espresso blend:

IN – 22g

OUT – 34 to 36g

TIME – 30 seconds

Your barista trainer will go into detail on how to achieve this recipe.

IN – This is the amount of ground coffee you put in the basket of your group handle

OUT – This is the amount of espresso that comes out of a single shot

TIME – The amount of time the shot runs for

This is the recipe that we recommend to our wholesale partners and we find it works well for us – but keep in mind, it might be slightly different for your machine. This is why at the end of the day, it comes down to TASTE. So, make sure you taste your coffee and make adjustments as needed.

KEY POINTS

1. Weight of coffee in basket is always the same
2. Tamping pressure is consistent and even
3. Espresso pours for the same amount of time and weight

PROBLEM SOLVING

Pouring too slow? Try grinding coffee a bit coarser

Pouring too fast? Try grinding coffee a bit finer

5. MILK STEAMING

Milk based drinks in Australia make up 80-90% of the orders, and because 90% of the drink is milk, it is vital that the steaming and texturing of your milk is perfect.

Steps to perfect milk:

1. Always use fresh, cold milk. NEVER REHEAT OLD MILK. This is because old milk (milk that has previously been steamed), will not react the same way to heat. It will not caramelize and micro-foam the same way as fresh, cold milk will.
2. Put the steam wand in your milk jug with the tip 1cm in the jug off to one side. Try to get the milk moving in a circular motion and listen for a slurping sound. Move the jug up once you have enough foam (or about 5-10 seconds after you start). Your foam is created within the first few seconds, the rest of the time is warming the milk to temperature. Turn steam off when milk reaches 65 degrees (when you can't touch the side of the jug comfortably for 5 seconds).

Your barista trainer will go into detail on how to achieve perfect milk every time.

6. POURING MILK/ LATTE ART

Pouring the milk properly into the espresso is important to make your drink taste amazing. The key point to remember is that you're combining both the espresso and milk so that you have an even drink. Have you ever had a coffee where the first sip just tastes like milk or the last sip is too strong? This is why your pour is critically important to an evenly flavoured, smooth coffee.

KEY POINTS

1. Pour high and slow for no foam
2. Pour low and fast to get foam

LATTE ART

Latte art takes time, practise and a good teacher. Your barista trainer will go into detail on how to produce different patterns. These are the steps we recommended:

1. Make 5 coffees producing a white circular blob in the centre of the cup
2. Make 5-10 coffees producing a love heart shape in the centre of the cup
3. Make 5-10 coffees producing a tulip
4. Make 5-10 coffees producing a rosetta

Your barista trainer will go into detail on how to produce these different patterns.

7. MACHINE CLEANING AND MAINTENANCE

Machine cleaning is the last subject but arguably the most important. If your customer service is amazing, you can produce the best shot, and your latte art is on point – none of it matters if your machine is not clean. Your coffee won't taste amazing.

Refer to the cleaning manual of your machine for specific cleaning and maintenance procedures. Ensure you have a technician on hand for regular machine servicing.

KEY POINTS

1. Clean group handles with hot water throughout service – after every shot
2. Keep steam wands perfectly clean – purge and clean after each use
3. Clean machine every night / take group handles apart and clean.
4. Every part of the machine that coffee or milk touches needs to be kept perfectly clean.

If you keep these points you will produce amazing coffee.

Please contact Joy Beans if you ever need any help 1300 52 55 99 – we love working with our wholesale partners to produce perfect coffee every time.