

TMA 997, 789

The logo for B.C. COFFEE HOME features a red maple leaf on the left. To its right, the text "B.C. COFFEE" is in a bold, black, sans-serif font. Further right, the word "HOME" is in a similar font but with a red underline. A red curved line arches over the "HOME" text.

B.C. COFFEE HOME

S.O.Ps

Barista Manual
For
Espresso Drinks

Everyone should be committed to preparing and serving coffee drinks that taste great.

These coffee drinks are based upon Italian style espresso, which is the foundation of all coffees on our menu. In Italy, the person making your coffee is called a barista. A traditional barista understands how to operate the espresso machine and the steps required to prepare great tasting coffee drinks.

Take time to read and understand the following pages. The steps are few, but each step is important to the final outcome of the drink.

People love a good coffee experience. Every customer you serve will judge you. Are you making a coffee drink that tastes good enough for the customer to want a second cup?

Take time to learn the steps, practice the techniques detailed in the manual. Learn how to make each coffee drink taste great!

Great espresso demands a lot from the barista... but there is a personal reward in the store for you as you begin to receive a steady stream of thank-you's and positive feedback from your customers.

Coffee Basics

The cleanliness of the machine will directly affect the taste of your coffee.

The four factors that affect your ability to prepare properly made espresso are:

- The blend you choose and the freshness of the coffee.
- The grind – is it correctly adjusted for a 25 - 30 second brewing time.
- The machine
 - Is the portafilter clean?
 - Is the temperature set at 90 degrees?
 - Is the pump pressure set at 9 bars?

- The operator/ Barista

- Espresso should be served hot! It is important to keep the portafilters in the group heads at all times. Portafilters should never be left on the drip tray when not in use.

- Warm cups - one of the great pleasures of coffee is the feel of a warm cup in your hand! Cups may be stacked on top of the espresso machine to warm the base. Do not cover the top of the machine with a cloth as this stops air circulation.

- Speed is of the essence... Don't dose a shot and leave it in the brewing head without starting the brewing process. In less than 5 seconds the coffee will begin to burn, leaving your shot thin, flat, with serious damage to the crema and a sharp bitter taste. Pull the dose and brew within 2 seconds.

Coffee Basics

The recipe

The international standard for espresso extraction is:

- 9 grams of ground coffee dosed into the correct postafilter.
- Tamped: (will be shown in the training).
- Brewed: using water at 90 degrees.
- Under pressure of 131 pounds per square inch (9 bars).
- With an extraction time of 25 - 30 seconds.
- Producing 25-30 ml of espresso.

The Perfect Espresso

1- The taste of your coffee will be directly affected by the amount of coffee you dispense into the portafilter;

Single shot:	One complete pull No more - No less	9 g
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Double shot:	One complete pull No more - No less	18 g
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2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left - to - right to ensure a solid pack.

3- Wipe the excess grounds from the rim of the portafilter. Note: This will ensure that you don't have coffee grounds build up on the rubber seal in the brewing head. Over time this build up will cause grounds to leak into the coffee drink you are preparing!

4- Brew the espresso into the cup.

*Remember: the correct brewing time for an espresso is
25 - 30 seconds!*

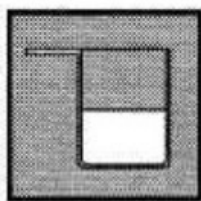
25 ————— *Sweet Spot* ————— 30

Less than 20 seconds
the coffee will be thin
and sour because lack
of time spent in
contact with the
ground coffee.

More than 30 seconds
the coffee will be
watery burnt and bitter
because of too much
time spent in contact
with the ground coffee.

How To Foam Milk

For best results... Always use cold fresh milk!



1- Begin by filling the pitcher slightly more than 1/3 full, never exceed more than half full because you are going to double the volume of milk!



2- Insert tip of nozzle just under the surface of the milk.

3- Rapidly open the steam valve to the left to the fully opened position.



4- As the milk takes in air you will hear an intermittent sound. Continue lowering the pitcher so that the tip of the nozzle will stay just under the surface of the milk. This movement will stretch the milk and create a dense foam.

5- When the temperature gauge reaches 55 - 60 degrees turn the valve off and remove the milk pitcher from the steam wand.



Note: Do not exceed 70 degrees because the milk will scorch and the drink you create will burn your tongue!

Always wipe off and purge the steam wand!

How To Steam Milk

For best results... Always use cold fresh milk!

Lattè, Flat White, Cortado and flavoured Lattès don't require the dense foam of the Cappuccino!

These drinks are made with hot milk - no foam.

Follow the same steps for foaming milk except at step #4 don't lower the milk pitcher – leave the steam wand positioned just under the surface of the milk – don't move the pitcher!

Follow the same milk temperature procedure – stop at 55 degrees, serve between 55 - 60 degrees.

Always wipe off and purge the steam wand!

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Coffee Menu

Hot Drinks

Espresso

Ristretto

Americano

Cappuccino

Lattè

Flat White

Cortado

Macchiato

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Espresso



Espresso

A double shot of espresso is the basis for all drinks on the espresso menu. Get this right and you will have the great flavour people look for in a cappuccino or lattè.

- 1- Place the empty portafilter under the doser and make: One complete pull.
- 2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp, give the portafilter a good hard twist left-to-right to ensure a solid pack.
- 3- Wipe the excess grounds from the rim of the portafilter.
- 4- Brew the espresso into an espresso cup.

Remember:

- The correct brewing time for an espresso is between 25 - 30 seconds.
- The correct fill level on an espresso cup is $\frac{1}{2}$ to $\frac{3}{4}$ full.
- The espresso should have the all-important creamy hazelnut coloured cap called "crema". This cap will only last two minutes so getting espresso to the table quickly is crucial.

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Ristretto



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Ristretto

Follow the same directions for espresso but only fill the cup approximately $\frac{1}{4}$ full.

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Americano



Americano

Americano is a double shot of espresso served with hot water in a large sized cup (10-12 oz).

Important: Firstly, fill the cup with hot water from the machine to the level shown in training.

1- Place the empty portafilter under the doser and make: one complete pull.

2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left - to - right to ensure a solid pack.

3- Wipe the excess grounds from the rim of the portafilter.

4- Brew the espresso into the cup containing hot water.

Remember: the correct brewing time for an espresso is 25 - 30 seconds.

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Cappuccino



Cappuccino

Cappuccino is a double shot of espresso served with equal parts steamed milk and foam served in a large sized cup.

- 1- Place the empty portafilter under the doser and make: one complete pull.
- 2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left – to – right to ensure a solid pack.
- 3- Wipe the excess grounds from the rim of the portafilter.
- 4- Brew the espresso into a large sized cappuccino cup. Remember: the correct brewing time for an espresso is 25 - 30 seconds.
- 5- While the espresso is brewing, begin foaming the milk following the milk foaming guide.
- 6- Wipe off and purge the steam wand!
- 7- Pour the milk into the cup, and use your creative skills to make the perfect art on the top of the drink for the presentation.

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Lattè



Lattè

Lattè is a double shot of espresso topped with steamed milk, served in a large sized cup.

- 1- Place the empty portafilter under the doser and make: one complete pull.
- 2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left – to – right to ensure a solid pack.
- 3- Wipe the excess grounds from the rim of the portafilter.
- 4- Brew the espresso into a large sized lattè cup. Remember: the correct brewing time for an espresso is 25 - 30 seconds.
- 5- While the espresso is brewing, begin steaming the milk following the milk steaming guide.
- 6- Wipe off and purge the steam wand!
- 7- Pour the milk into the cup, and use your creative skills to make the perfect lattè art on the top of the drink for the presentation.

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Flat White



Flat White

Flat White is a double shot of espresso topped with steamed milk, served in a small-medium sized cup (4 - 4.5 oz).

- 1- Place the empty portafilter under the doser and make: one complete pull.
- 2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left - to - right to ensure a solid pack.
- 3- Wipe the excess grounds from the rim of the portafilter.
- 4- Brew the espresso into the cup.
Remember: the correct brewing time for an espresso is 25 - 30 seconds.
- 5- While the espresso is brewing, begin steaming the milk following the milk steaming guide.
- 6- Wipe off and purge the steam wand!
- 7- Pour the milk into the cup, and use your creative skills to make the perfect lattè art on the top of the drink for the presentation.

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Cortado



Cortado

Cortado is a double shot of espresso topped with steamed milk, served in a small sized cup (3 oz).

1- Place the empty portafilter under the doser and make: one complete pull.

2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left - to - right to ensure a solid pack.

3- Wipe the excess grounds from the rim of the portafilter.

4- Brew the espresso into the cup.

Remember: the correct brewing time for an espresso is 25 - 30 seconds.

5- While the espresso is brewing, begin steaming the milk following the milk steaming guide.

6- Wipe off and purge the steam wand!

7- Pour the milk into the cup, and use your creative skills to make the perfect lattè art on the top of the drink for the presentation.

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Macchiato



Macchiato

Macchiato is a double shot of espresso topped with only 3 tea spoons of milk foam, served in a small sized cup.

In italian, macchiato means “stained with” or “marked with”. As opposed to a specific drink, macchiato is more how you finish an espresso; you simply pour 3 tea spoons of milk foam on the top of the espresso drink.

- 1- Place the empty portafilter under the doser and make: one complete pull.
- 2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left – to – right to ensure a solid pack.
- 3- Wipe the excess grounds from the rim of the portafilter.
- 4- Brew the espresso into a small sized espresso cup.
Remember: the correct brewing time for an espresso is 25 - 30 seconds.
- 5- While the espresso is brewing, begin foaming the milk following the milk foaming guide.
- 6- Wipe off and purge the steam wand!
- 7- Gently put 3 tea spoons of milk foam on the top of the espresso in the cup and be aware of how it looks like for the presentation.

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Coffee Menu

Cold Drinks

Iced Espresso

Iced Americano

Iced Cappuccino

Iced Lattè

Iced “Flavored” Lattè

Iced Flat White

Iced Cortado

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Iced Espresso



Iced Espresso

Iced Espresso is a double shot of espresso served with 3 ice cubes in a large sized take away cup (10 - 12 oz).

- 1- Place the empty portafilter under the doser and make: one complete pull.
- 2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left - to - right to ensure a solid pack.
- 3- Wipe the excess grounds from the rim of the portafilter.
- 4- Brew the espresso into 2 shot espresso glasses. Remember: the correct brewing time for an espresso is 25 - 30 seconds.
- 5- While the espresso is brewing, put 3 ice cubes in the take away cup.
- 6- Pour the 2 espresso shots into the take away cup.

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Iced Americano



Iced Americano

Iced Americano is a double shot of espresso served with 6 ice cubes and cold water in a large sized take away cup (10-12 oz).

Important: Firstly, fill the cup with 6 ice cubes and full it with cold water to the level shown in training .

1- Place the empty portafilter under the doser and make: one complete pull.

2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left - to - right to ensure a solid pack.

3- Wipe the excess grounds from the rim of the portafilter.

4- Brew the espresso directly into the cup.
Remember: the correct brewing time for an espresso is 25 - 30 seconds.

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Iced Cappuccino



Iced Cappuccino

Iced Cappuccino is a double shot of espresso served with equal parts cold milk and foam on top with 8 ice cubes in a large sized take away cup (10-12 oz).

- 1- Place the empty portafilter under the doser and make: one complete pull.
- 2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left - to - right to ensure a solid pack.
- 3- Wipe the excess grounds from the rim of the portafilter.
- 4- Brew the espresso into 2 shot glasses.
Remember: the correct brewing time for an espresso is 25 - 30 seconds.
- 5- Fill a cocktail shaker with 8 ice cubes.
- 6- Pour the espresso into the cocktail shaker.
- 7- Pour 180 ml of cold fresh milk into the cocktail shaker.
- 8- Shake with enthusiasm to ensure the coffee and milk mixture has a nice creamy taste.
- 9- Pour the mixture into the cup.
- 10- Start foaming milk following the milk foaming guide.
- 11- Add the whole milk foam into the top of the cup and make sure to cover the whole top of the cup.

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Iced Lattè



Iced Lattè

Iced Lattè is a double shot of espresso served with cold milk and 8 ice cubes in a large sized take away cup (10-12 oz).

- 1- Place the empty portafilter under the doser and make: one complete pull.
- 2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left - to - right to ensure a solid pack.
- 3- Wipe the excess grounds from the rim of the portafilter.
- 4- Brew the espresso into 2 shot glasses.
Remember: the correct brewing time for an espresso is 25 - 30 seconds.
- 5- Fill a cocktail shaker with 8 ice cubes.
- 6- Pour the espresso into the cocktail shaker.
- 7- Pour 180 ml of cold fresh milk into the cocktail shaker.
- 8- Shake with enthusiasm to ensure the coffee and milk mixture has a nice creamy taste.
- 9- Pour the mixture into the cup.

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Iced “Flavored” Lattè



Iced “Flavored” Lattè

Iced “Flavored” Lattè is a double shot of espresso served with cold milk, any measure of syrup and 8 ice cubes in a large sized take away cup (10-12 oz).

- 1- Place the empty portafilter under the doser and make: one complete pull.
- 2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left - to - right to ensure a solid pack.
- 3- Wipe the excess grounds from the rim of the portafilter.
- 4- Brew the espresso into 2 shot glasses.
Remember: the correct brewing time for an espresso is 25 - 30 seconds.
- 5- Fill a cocktail shaker with 8 ice cubes.
- 6- Pour the espresso into the cocktail shaker.
- 7- Add 30 ml of any measure of syrup “choice of the customer”.
- 8- Pour 180 ml of cold fresh milk into the cocktail shaker.
- 9- Shake with enthusiasm to ensure the coffee and milk mixture has a nice creamy taste.
- 10- Pour the mixture into the cup.

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Iced Flat White



Iced Flat White

Iced Flat White is a double shot of espresso served with cold milk and 4 ice cubes in a large sized take away cup (10-12 oz).

- 1- Place the empty portafilter under the doser and make: one complete pull.
- 2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left - to - right to ensure a solid pack.
- 3- Wipe the excess grounds from the rim of the portafilter.
- 4- Brew the espresso into 2 shot glasses.
Remember: the correct brewing time for an espresso is 25 - 30 seconds.
- 5- Fill a cocktail shaker with 4 ice cubes.
- 6- Pour the espresso into the cocktail shaker.
- 7- Pour 110-120 ml of cold fresh milk into the cocktail shaker.
- 8- Shake with enthusiasm to ensure the coffee and milk mixture has a nice creamy taste.
- 9- Pour the mixture into the cup.

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Iced Cortado



Iced Cortado

Iced Cortado is a double shot of espresso served with cold milk and 3 ice cubes in a large sized take away cup (10-12 oz).

- 1- Place the empty portafilter under the doser and make: one complete pull.
- 2- Tamp the coffee. Hold the portafilter in your left hand, tamp with your right hand. As you tamp give the portafilter a good hard twist left - to - right to ensure a solid pack.
- 3- Wipe the excess grounds from the rim of the portafilter.
- 4- Brew the espresso into 2 shot glasses.
Remember: the correct brewing time for an espresso is 25 - 30 seconds.
- 5- Fill a cocktail shaker with 3 ice cubes.
- 6- Pour the espresso into the cocktail shaker.
- 7- Pour 40-50 ml of cold fresh milk into the cocktail shaker.
- 8- Shake with enthusiasm to ensure the coffee and milk mixture has a nice creamy taste.
- 9- Pour the mixture into the cup.