

LOVE AT FIRST BITE



Training Processes

Team relevance	Service & Delivery
Process definition	Coffee 101
Responsibility	Operations Manager
Date updated	10/11/17
Note:	<p><u>Important Note on SERVING SIZES:</u></p> <ul style="list-style-type: none"> ➤ Our coffee brewing machines will have water lines re 40 cups / 100 Cups. ➤ The machine's measurement for a cup = 6oz, which is a standard small foam cup size (like what you would see in a waiting room or bank's complimentary coffee line.) ➤ LAFB uses 12oz paper coffee cups, which is the size of a Starbucks "Tall" ➤ SO WHAT DOES THIS MEAN FOR YOU? We must double the amount the water line states! For example, if you need 50 servings for (customer count), you need to fill up to the machine's 100 mark.
Coffee procedure	<ol style="list-style-type: none"> 1. Fill pot(s) to water lines. - Remember, double the customer count ordered. 2. Place Stem in hole and put basket in place.. 3. Using a 9oz plastic cup as a your coffee grounds scoop. Add 1 scoop of coffee in the basket for every 15 cups on your waterline. -So if you are making 50 servings, your water should be to the 100c water line and you'll need about 6.66 scoops of coffee. (It's okay to round up to 7, use your best judgement--a couple oz +/- is quite alright). 4. Plug in and flip the switch. 5. If you are setting your coffee the night prior, please leave a note for kitchen to turn on for you when they arrive. Please make sure to label with the event's 3 letter code and how many pots you are brewing (i.e. ZOD 1 of 2) This way they will know how many to start up for you.
Transport process	<ol style="list-style-type: none"> 1. After brewed, (you'll hear the percolator has stopped groaning) remove the grounds basket and stem. Caution - it is hot! 2. Transfer the coffee into an insulated beverage container for transport. If you are serving 2.5 gallons or more please use a Cambro. If less than 2.5 gallons you will need to use the Airpots. 3. Airpots require a stem that will pump the coffee through the spout. Without the stem, this pot is useless to your guests. Please test the stem

fits and pumps before you transfer the coffee into it. Airpots have glass insulation, so even though they look metallic and sturdy, they are extremely fragile, please pack and transport carefully.

4. Once, you arrive at the event, you will transfer the coffee into a silver beverage urn (see picture below) Make sure to fill to just below the handles.
5. Place sterno inside cover with lid and light it. Close the cover so it's only ½ way open so the full flame does not scorch the coffee (burnt coffee tastes extra bitter).
6. Don't forget your drip catch.

Set up at event

In this order, left to right:

1. Cups / sleeves.
2. Coffee urn.\
3. Sugars, creamers, stir stix, trash container. Note, leave a space so guests can set down cups and add products.
4. Lids.



Clean up

Note for Service / Driver Staff.

1. We are responsible to clean & dry all coffee makers and urns, airports etc.
2. Use a microfiber cloth so no lint is in any coffee makers or urns.
3. Do not store without thoroughly drying.
4. **Clean with water only.** Do not use soap products. Coffee machine cleaner & distilled white vinegar are okay.