



# Barista Manual

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 a barista...but there is a personal reward in store for you as you begin to receive a steady stream of thankyou's and positive feedback from your customers.

# **Coffee menu**

***Regular espresso***

***Regular cappuccino***

***Regular caffè latte***

***Espresso Macchiato***

***Caffè mocha***

***Americano***

***Iced Mocha***

***Iced Coffee***

***Hot Chocolate***

***Ristretto***

# 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 20 - 25 second brewing time**
  - **The machine**
    - **is the brewing hand clean**
    - **is the temperature set at 90°**
    - **is the pump pressure set at 9 BAR**
  - **The operator / barista**
- Espresso should be **served hot!** It is important to keep the handles in the group heads at all times. Handles 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.

### The Recipe

#### The International Standard for espresso extraction is:

- **7 grams of ground coffee dosed into the correct handle**
- **Tamped: (shown in training)**
- **Brewed: using water at 90°c**
- **Under pressure of 131 pounds per square inch (9 BAR)**
- **With an extraction time of 20 - 25 seconds**
- **Producing 28ml of espresso**

# The perfect espresso

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

Single handle:	<b>One complete pull</b> <b>No more – no less</b>	<b>7g</b>
Double handle:	<b>Two complete pulls</b> <b>No more – no less</b>	<b>14g</b>
2. Tamp the coffee. Hold the handle in your left hand, tamp with your right hand. As you tamp give the handle a good hard twist **left - to - right** to ensure a solid pack.
3. Wipe the excess grounds from the rim of the handle  
**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 a demi tasse.

**Remember: the correct brewing time for an espresso is 20 - 25 seconds.**



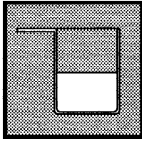
**25 seconds**  
**Sweet Spot**

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

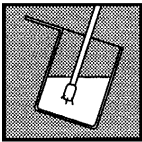
***More than 30 seconds***  
***the coffee will be watery***  
***burnt and bitter from too***  
***much time spent in contact***  
***with the ground coffee.***

# How to foam milk

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

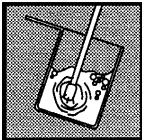


1. Begin by filling the jug slightly more than 1/3 full, never exceed more than half full because you are going to double the volume of milk!



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 jug 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 140o F turn the valve off and remove the milk jug from the steam wand.



*Do not exceed 160o F-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

***Caffe latte, caffe mocha, flavoured lattes*** don't require the dense foam of a ***cappuccino***, these drinks are made with hot milk – no foam.

Follow the same steps for foaming milk except at step four, **don't lower the milk jug** – leave the steam wand positioned just under the surface of the milk – **don't move the jug**.

Follow the same milk temperature procedure – stop at 150°F – serve at 160°F.

**Always wipe off and purge steam wand!**

# Espresso

**A single 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 caffe latte.**

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

**Remember:**

- The correct brewing time for an espresso is **25 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.

# Ristretto

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

# Cappuccino

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

1. Place the empty handle under the doser and make: **one complete pull**
2. Tamp the coffee. Hold the handle in your left hand, tamp with your right hand. As you tamp give the handle a good hard twist left – to – right to ensure a solid pack.
3. Wipe the excess grounds from the rim of the handle.
4. Brew the espresso **into a medium sized cappuccino cup. Remember: the correct brewing time for an espresso is 20 - 25 seconds.**
5. While the espresso is brewing, begin foaming the milk following the **Milk foaming guide – page 3.**
6. **Wipe off and purge the steam wand!**
7. Using a milk spatula, hold the foam back whilst pouring the correct amount of milk into the cup, then with the spatula scoop the foam on top of the milk for the presentation of the drink.
8. Dust with chocolate powder (optional) and serve.

# Caffe latte

**Caffe latte: one shot of espresso topped with steamed milk, served in a Latte glass.**

1. Place the empty handle under the doser and make:  
**One complete pull**
2. Tamp the coffee. Hold the handle in your left hand, tamp with your right. As you tamp give the handle a good hard twist left-to-right to ensure a solid pack.
3. Wipe the excess grounds from the rim of the handle.
4. Brew the espresso into a small cup or 3oz espresso jug.  
**Remember: The correct brewing time for an espresso is 25 seconds.**
5. While the espresso is brewing, begin steaming the milk following the **Milk steaming guide – page 4.**
6. **Always wipe off and purge the steam wand.**
7. Pour the espresso in to the latté glass
8. Using a milk spatula **hold back** the foamed milk letting only steamed milk into the glass. Finish the drink with a scoop of creamy foam.

# Espresso Macchiato

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 in a very small amount of hot milk and top with a small head of foam.

Macchiato can be a single or double espresso. You might be asked for a ristretto macchiato or possibly a latte macchiato (foamed milk in a tall glass “stained with” a shot of espresso).

Pull your espresso, then using your milk spatula, pour a small amount of hot milk and scoop a small head of foam onto the top.

# Caffe mocha

**Caffe mocha is hot chocolate with a shot of espresso added.**

1. In a caffe latte glass, pour one sachet (or 3 teaspoons) of chocolate powder.
2. Using the top button on the water into the chocolate powder and stir with a small wire whisk until smooth and creamy.
3. Place the empty handle under the doser and make:  
**One complete pull, no more – no less.**
4. Tamp the coffee. Hold the handle in your left hand tamp with your right hand. As you tamp give the handle a good hard twist left-to-right to ensure a solid pack.
5. Wipe the excess grounds from the rim.
6. Brew a single shot of espresso into a shot glass.  
**Remember: The correct brewing time for an espresso is 25 seconds.**
7. Steam the milk following the **Milk steaming guidelines** on page 7.
8. **Always wipe off and purge the steam wand.**
9. Using a small wire whisk, stir the foamed milk into the glass, ensuring that the chocolate, espresso and milk are well mixed.
10. Finish with whipped cream and dust with chocolate powder (optional).

# Iced coffee

The traditional preparation for iced coffee includes milk however, water may be substituted in its place.

1. Brew a double espresso into 2 shot glasses.
2. **Fill** a cocktail shaker  $\frac{1}{2}$  **full with ice**.
3. Pour the double shot of **Espresso** into an ice shaker.
4. Add one espresso cup full of fresh, cold milk to the shaker.
5. Add a measure of syrup (if required).
6. Shake with enthusiasm to ensure the coffee and milk mixture has a nice creamy taste.
7. Pour mixture into a **caffe latte glass**.

# **Hot chocolate**

- Step One:** In a small cup pour ½ sachet of chocolate powder.
- Step Two:** Using the hot water tap on the espresso machine, pour one ounce of water onto the chocolate powder and stir until smooth and creamy.
- Step Three:** Steam the milk following the **milk steaming guidelines on page 7**.
- Note: People who enjoy hot chocolate want a hot drink. Therefore you need to steam the milk to a temperature of 160°F.
- Step Four:** Using a wire whisk **pour and stir** the steamed milk until they are well mixed. Finish with a swirl of whipped cream (optional).
- Step Five:** Dust with chocolate powder and serve.

# **Americano**

**(black coffee)**

**Fill the cup with hot water from the machine to the level shown in training.**

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

# How to clean your espresso machine

## Daily Cleaning Procedure

1. Place the *rubber disc* in the group handle (nipple upwards)
2. Place the handle in the group head
3. Press the on/off button to allow water to pass through for about 20-25 seconds.
4. After this time empty out any loose coffee ground that have accumulated on the top of the disc.
5. Repeat this process as many times required on each brewing head, until the brewing head is clean! This should be done at least twice per day.
6. Shower plates to be taken out using the Alan key-rinse and build back up onto the brewing head, this should be done every day at the end of business hours, ready for the next days trading.

## Weekly cleaning procedure

1. This is the same process as before but when you put the black disc into the handle put a teaspoon of detergent (Puly Caff) on the top of the disc and repeat the cycle as before but, pass water through for 30 seconds to 1minuet instead of 25.
2. Again repeat the process until the water runs clear. Rinse the handles after this procedure.
3. Removal of the shower plates (as shown during training) needs to be done on a *daily basis*. This involves removing the plates using the alan key and washing thoroughly.

*\*Regular back flushing with a detergent loosens these coffee tars and flushes them away\**

## Shower Plates

*Using your alan key (in training) drop the shower plate set & build back up in this order-*

*Brass block*

*Large shower plate*

*Small shower plate*

*Build up on the screw & place back into the brewing head on the machine.*

## **F.A.Q's**

### **About the grinder:**

- Q. How long can coffee beans be left in the hopper?  
A. No more than one day – after that they will be stale and should be discarded
- Q. How long can ground coffee be left in the doser?  
A. No more than one hour is recommended
- Q. How often should the grinder blades be changed?  
A. After grinding approximately 500 kilos of coffee or every 6-9 months
- Q. If I change the type of coffee beans I use, does the grinder need adjusting?  
A. Yes – the grinder needs resetting every time the bean is changed to ensure the correct grind for that particular bean.
- Q. Does the grinder need adjusting during the day?  
A. Several factors can affect the grind of the coffee during the day therefore, the extraction time should be checked several times per day and if it is too long or too short, the grinder may need adjusting to suit.

### **About the espresso machine:**

- Q. Can the single and double group handles be used in either group head?  
A. Yes – you can use any group handle in any group head
- Q. Can I use the double group handle with only one shot of coffee in it?  
A. No definitely not. Only ever use the double group handle with two coffee shots.
- Q. Can I leave the Espresso machine switched on over night?  
A. Yes you can if you wish. If you leave it switched on it uses some power Over night however, the machine does not have to warm up from cold the following morning which can take about 30 minutes.
- Q. I sometimes have difficulty foaming the milk – is all milk the same?  
A. No definitely not – there is much inconsistency in milk. You need to use full fat milk however even then, there can be a great difference between brands and also, the same brand can exhibit different characteristics at different times. It is advisable to find a brand that you are happy with and stick to that.

## **TROUBLE SHOOTING**

### **Grinder:**

#### **No power to grinder –**

Check that the plug socket is working by trying a different device in it.  
Try a new 13 amp fuse in the plug.

#### **Beans not dropping down from hopper when grinding –**

Check there are loose beans in the hopper  
Check that the black plastic slide at the base of the hopper is pulled out to allow beans to fall.

#### **Incorrect coffee portion being dispensed in to the group handle –**

Ensure that the ground coffee is covering each of the portion segments.  
Ensure that the handle is being pulled quickly and firmly all the way forward and then released.

Make sure that you only use the single group handle basket in the single group handle and the double basket in the double handle. They will each fit in the wrong group handle if tried but, this will lead to incorrect coffee dosing.

Ensure that you are dosing one shot into the single group handle or two shots into the double group handle.

## **Espresso Machine:**

### **No power to espresso machine –**

Check that the machine is switched on.

Check that the plug socket is working by trying a different device in it.

Try a new fuse in the plug (13amp) or where directly wired in to a socket a 20amp or 30amp as specified.

### **No water or steam coming from machine –**

Has the machine had time to warm up after being switched on (approx 30 minutes)?

Ensure that the isolation tap on the water feed pipe to the machine is in the 'open' position.

If hot water or steam has been run off continuously to the extent that the boiler is empty, it may take a few minutes to 'recharge' ready for use again (particularly applicable to machines with smaller boilers).

### **Drips appearing under the machine –**

Remove the drip tray and check if the black plastic waste box is full of water and overflowing. If it is, the waste pipe is either folded or trapped restricting the flow or, blocked with debris and you need to clear it. The water will then flow away.

Visually check other pipes and joints for signs of leakage. If found report to your engineer.

### **Dripping group head –**

Group head seals need replacing. You can either order the parts and fit them yourself or, ask for an engineer to call and fit them for you (chargeable).

### **Dripping hot water spout –**

Most likely cause is a leaking water valve that needs replacing.

### **Low pressure steam on steam wand –**

Thoroughly clean steam wand especially all four exit holes on the end ensuring that no debris or dried milk is blocking the nozzle.

### **Extraction time is less than 20 seconds –**

Check coffee grind, it is probably too coarse and needs to be ground finer.

### **Extraction time exceeds 30 seconds –**

Check coffee grind, it is probably too fine and needs to be coarser.