

IN-CAFE TRAINING GUIDE:

Hire Date: _____

Target completion/Certification Date: _____ (8 weeks from Hire Date)

*This complete training outline can also be found in each team member's training section in Paycor Café Coaches must ensure that the barista finishes each section and class in a timely manner. The Barista must also ensure that the training tasks are completed in Paycor. Baristas may use this guide to track their own training and to prepare themselves for their future learning. Baristas will need to bring their Barista Training Manual with them to their 100 level classes. **28 hours** in cafe training from start to end is the expectation.*

Shift One: Introductions

- Introduce to Cafe Team and Cafe Coach (10 min) & Café Tour (10 min)
- Try a new drink and pastry from our menu!
- Read Barista Training Manual Sections: (1.5 hours)
 - ____ SCC Mission Statement
 - ____ Job Expectations
 - ____ Policies, Procedures & Benefits
 - ____ Barista Reviews & Performance Management
 - ____ SCC Education Program
 - ____ General Information
 - ____ Drink Calling
 - ____ Cup Marking-Paper Copy
 - ____ Drink Recipe Guide-Paper Copy
 - ____ Drinks For Here
- Review Cafe Resource Books with Cafe Leader (30 min)
 - ____ Review I-book
 - ____ Review Mark-out book
 - ____ Review Coffee Resource book
 - ____ Review Kitchen Resource book
- Review Paycor Scheduling with Cafe Leader
 - ____ Introduction to filters and employee contact information
 - ____ Availability
 - ____ Request Off Policy
 - ____ Shift Swap Policy
- Introduction to the POS (2-4 hours)
 - ____ Review of shift assignments
 - ____ Introduction to 6 steps
 - ____ Review menu in SQ and on menu boards
 - ____ Review all categories in SQ (beans, merchandise, food, etc.)

Shift Two: Connection

- Cover 101-Connection Class (2 hours)



- Introduction to the POS Part 2 (2-4 hours)
 - ____ Work on cup marking and syrup prep
- Try a new drink and pastry from our menu!
- Read Barista Training Manual Sections: (1.5 hour)
 - ____ Cash Register, Gift Cards & Credit Cards
 - ____ Gift Card Give Back
 - ____ No Clear Answer Guide
 - ____ Stone Creek Bakery
 - ____ Behind the Counter
 - ____ Café Operations & Expectations
 - ____ Clean Space Rubric
 - ____ Health Code Basics
 - ____ Keg/Nitro Use
 - ____ Pastry Case Upkeep
- Review Kitchen Resource Book again for detailed information on each item.

Shift Three: POS

- Intro to checklist tasks (AM/Mid-day tasks) (1 hour)
- Continued work on POS (2 hours)
 - Cup Marking
 - Drink Calling
 - Drink Prep
- Try a new drink and pastry from our menu!
- Read the Barista Training Manual Sections: (30 min)
 - ____ Bar Procedures
 - ____ Bar Basics: Building Drinks - Paper Copy
 - ____ Grinding Coffee
 - ____ Brewing Coffee and Tea
 - ____ Bean Basics
 - ____ Beans Worksheet- Paper Copy

Shift Four: Open Train #1 and Clean Space

- Open Train #1 (30 min)
 - ____ Work on opening checklist tasks
 - ____ Observe dial in and try espresso together
- Cover 102-Care Class: Part 1
- Try a new drink and pastry from our menu!
- Read the Barista Training Manual Sections: (10 min)
 - ____ Maintenance Requests
 - ____ Accidents, Security and Safety
 - ____ Opening and Closing Procedures

Shift Five: Open Train #2



- Open training (30 min)
 - ___ Work on open checklist tasks
 - ___ Dial in observation and brief espresso training
- Try a new drink and pastry from our menu!

Shift Six: Close Train #1

- Close Training (4 hours)
 - ___ Work on pre-close and close checklist tasks
 - ___ Practice on bar, when applicable
- Try a new drink and pastry from our menu!

Shift Seven: Close Train #2

- Close training (4 hours)
 - ___ Work on close checklist tasks
 - ___ Practice on bar, when applicable
- Try a new drink and pastry from our menu!

Shift Eight

- Bar work (2 hours)
 - ___ Dial in espresso
 - ___ Brew Bar
- Try a new drink and pastry from our menu!

Shift Nine:

- Bar work (2 hours)
 - ___ Milk Steaming
 - ___ Latte Art
 - ___ Brew Bar (if needed)
- Try a new drink and pastry from our menu!

Shift Ten:

- Bar work (2 hours)
 - ___ Composed Drink
 - ___ Latte Art
- Try a new drink and pastry from our menu!
- Cover 102-Care Class: Part 2

Shift 11:

Read and Complete Barista Training Manual Section 107:

___ Barista Certification Checklist



100 LEVEL CLASS TRAINING CHECKLIST

APPRENTICE LEVEL CLASSES: These 100 level classes are to be completed in the first 8 weeks.

- Barista 100: Orientation
- Barista 101: Connection
- Barista 102: Care Part 1
- Barista 102: Care Part 2
- Barista 103: Milk
- Barista 104: Espresso
- Barista 105: Art/Build, Prerequisite (103: Milk and 104: Espresso)
- Barista 106: Drip
- Barista 107.1: One on One, Prerequisite (101-106)
- Barista 107.2: One on One and Certification test (Prerequisite (101-107.1))

The following checklist was created to prepare new hires for their 100 level classes. Prior to each class attended, baristas are expected to have been introduced to the following concepts.

101: Following 101, baristas are responsible for upholding each of the 6 Steps for every customer. Coaches will monitor their new hires to ensure they are hitting the 100% expectation.

102: Upon completion of 102, baristas should be able to accomplish cleaning tasks on their own as well as handle equipment issues effectively.

103:

Before Class:

- View the video and complete the online quiz
- Introduction to the steam wand and milk towel
- Proper Milk Steaming Steps:
 - Proper pitcher placement and handling
 - Stretch early
 - Incorporate/whirlpool
 - Stop at the proper temperature
- Steps for pouring a latte...
 - Polish before pouring
 - Pour into a tilted cup and into the deepest part of the espresso
 - Fill to lip, touch down
 - Level out while filling
 - Fill all the way up
 - Lift up and draw through with a thin stream



After Class: Baristas must spend time at the bar. Team members can pull shots for them and let them practice pouring hearts.

- Before 105, baristas must steam and pour at least 3 of each size cup.
 - 4oz (cortado) ___ ___ ___
 - 8oz ___ ___ ___
 - 12oz ___ ___ ___
 - 16oz ___ ___ ___
 - 20oz ___ ___ ___

104:

Before Class: Introduction to the grinder. Locate the dial-in card. Practice the following.

- Adjust the grind
- Adjust the timed dose
- Tamp
- Stop shots according to weight
- Complete 103 and 104 in the Barista Training Manual
- View the video and complete the online quiz.

After Class: Baristas must taste shots regularly and practice dialing in with their coworkers.

- Before 105 practice building 5-10 lattes with good workflow. (Good workflow means filling the milk pitcher while dosing shots and steaming milk while shots pull.)
 - 1___ 2___ 3___ 4___ 5___ 6___ 7___ 8___ 9___ 10___

105:

Before Class: Before taking 105, baristas must take both 103 and 104. If scheduled to take 105 before 103 and 104, baristas will be sent home.

- View the video and complete the online quiz

After Class: Baristas must get time to work at the bar. Baristas can be scheduled to work during slow times, sent to the Learning Lab to get time on bar with an Educator or Master Barista, scheduled at a neighboring cafe that can support with training, or scheduled for a few 107.1s to help give the barista the opportunity to do the following.

- Read through and complete the activities in section 105 of the Training Manual.
- Read through/study the Barista Recipe Guide (also in the Barista Training Manual, section 105)
- Review section 107 of the Training Manual to prepare certification.

106:

Before Class:

- Walk through the Coffee Information Book.



- Locate the cafe Brew Bar is and note how it is organized (how to refill tins, where the coffee information sheets are, and etc...)
- Baristas must taste C.O.D. when they are in cafe. Prioritize tasting as opposed to “drinking.” There is a lot to taste and consuming entire beverages will be overwhelming for baristas while they are learning to taste coffees. Reference section 106 in the training manual when tasting coffees.
- View the video and complete the online quiz

After Class:

- Baristas must continue to taste espresso, C.O.D., and all the drinks on the menu.
- Baristas must brew a V60 at least twice. Baristas should be observed their first time.
- Baristas may begin brewing V60s for customers.
- Baristas should brew a V60 each time they are in cafe.

Certification: Prior to Certification a Cafe Coach must ensure all of the following:

- Barista Greets every guest with a HELLO and a SMILE
- Barista asks for NAMES every time and uses the guest’s name
- Barista can pour 90% GREEN lattes.
- Barista offers food, food alternative, or takes food order in every transaction
- Barista THANKS all guests
- Barista maintains a CLEAN bar and a CLEAN and STOCKED cafe
- Barista can make two bar beverages in less than 3 minutes.
- Barista has completed every section of their training manual
- Barista knows where to find the GBE dial-in card and can dial-in GBE to recipe.
- Barista has dialed in decaf and the seasonal espresso at least once each.

200 LEVEL CLASSES: These classes are offered to those who wish to become Master Baristas. To become a Master Barista, baristas must prepare for the test using the Learning tool in their Paycor account. In addition, baristas must inform their Cafe Coach that they wish to take the following courses.

- Barista 201: Latte Art Perfection: Review different pours with an Educator. Learn to improve your art with simple techniques that are essential for excellent art.
- Barista 202: Espresso Extraction: Discover and discuss the key variables to exceptional espresso quality. Spend time with a seasonal espresso and calibrate on sweet, clean, and juicy extraction.

PAY AND PERFORMANCE REVIEW DATES WITH CAFÉ COACH:

_____ March _____ July _____ November



STONE CREEK COFFEE MISSION STATEMENT:

“We are Coffee Geeks, who Never Stop Learning, creating Remarkable Care.”

COFFEE GEEKS

This is who we are. To be a coffee geek is to have an abiding passion for sweet, clean, and juicy coffee. This passion drives deeper learning about coffee, your family, your work, and your play. Being a geek necessarily implies a desire to share and uplift, not to criticize and demean.

NEVER STOP LEARNING

Change and progress requires a willingness and ability to learn. Learning is very important for the development of each person in our company, and the collective learning is what will bring great value and the development of “remarkable care.” We say “everything is iterative” regularly. By that, we mean that we can be absolutely sure of something one day, and be willing to question it the next. The world changes. So must we.

REMARKABLE CARE

We recognize that creating “high-touch” experiences of felt care would be necessary to maintain any long-term competitive advantage in the coffee industry. Beyond that, this is simply the kind of work we want to spend our time doing. We want to create remarkable care. We at Stone Creek do not pride ourselves on our ability to “serve” our customers. We endeavor to show the care that we have for them, care that is a part of who we are as people.



SCC CORE COMMITMENTS

The Stone Creek Coffee Core Commitments are not just a mission statement that is hung on the wall and never looked at or followed. These Core Commitments should guide us in our work as well as guide the company to continue to be the best we can be. Each week, we will focus on one Core Commitment. This commitment will be emailed to Café Coaches and will appear in the Weekly Recap. It is the expectation that this commitment be discussed every day in café by all baristas.

1. **KEEP YOUR COMMITMENTS** – Every good commitment has a due date, a clearly defined deliverable, and one person responsible. A good commitment maker will not over-commit and will deliver as committed or will notify their team well in advance if unable to do so.
2. **THINK HARD** – While working hard is important, it doesn't create change in and of itself. We must be people who do the thinking necessary to improve our work and our environments. "Better" doesn't come by doing more of the same things. "Better" comes through invention of new concepts based on wise interpretation of facts. The pursuit of "remarkable" requires us to think, and to think hard.
3. **CLEAN THE CORNERS** – Literally, we clean the corners. Details matter. The same attention to detail and care we bring to our coffee is reflected in all of our work. When we are great in the details the big picture will be something extraordinary.
4. **CREATE REMARKABLE CARE** – The notion of "quality" is nice, but it doesn't provide a tangible benchmark for us to measure ourselves against. Remarkable Care is different. It is measurable deliverable. Every day when we come to work at Stone Creek Coffee our goal should be to create unexpected human connections together and without customers and guests. We call the creation of those connections the creation of "Remarkable Care."
5. **TAKE CARE OF YOUR COWORKERS** – All of us need help at times. Our company will be best when we go out of our way to take care of each other and ensure a productive, safe, and healthy work environment.
6. **BE HERE, PHYSICALLY & MENTALLY** – Customers, fellow employees, and the company at large rely on each individual who works here to come to work on time, prepared mentally and physically to execute. When you're on, you're all in. If we fail here, our company will be soft and incapable of accomplishing its goals.
7. **PREPARE FOR YOUR WORK** - We work with care and thoughtfulness to put ourselves in the best situation to bring success. As much as possible we anticipate barriers to success and work to tear them down.
8. **SPEAK UP** – Every individual brings a unique perspective to the table. We rely on those perspectives to keep our company as sharp as it needs to be. If employees are unwilling to speak up about problems they see constructive manner or be bold about ideas they have, then we will be unable to get better and grow.
9. **SPEAK TO THE FUTURE, NOT TO THE PAST** – We drop the ball on occasion. Everyone messes up. Everyone fails. The important thing in these situations is the response. When we fail we will speak to

what will be done differently in the future. We will not merely recap and make excuses for what happened. We will not make a mistake twice.

10. BE A HERO, FIND A HERO – We don't want to be merely "ok" or "better than the next company." We want to be extraordinary, and we want to celebrate people doing extraordinary things. We go the extra mile, even when nobody is watching, and we take time to recognize when we see the hero in others.

11. TAKE RISKS – Nothing truly amazing has ever been done without some degree of risk. With risk-taking comes learning. We will constantly try new things in effort to get better; if those don't work, then we'll try something else.

12. BE URGENT TO THE CUSTOMER – Without the customer there is no company, no coffee, and no jobs. Therefore, we will drop whatever we are doing to ensure the customer experiences Remarkable Care and comes back tomorrow.

13. NEVER STOP LEARNING – If you're not growing, then you're dying. If we stop learning, then we will stagnate while the rest of the coffee world passes us by. Learning is very important for the development of each person in our company, and the collective learning is what will bring great value and the development of Remarkable Care.

ROLE DESCRIPTIONS AND PAY AND PERFORMANCE REVIEWS

The following role descriptions are used to bring clarity to your role. During your Pay and Performance Review, your Cafe Coach will use your role description to assess your performance. All roles at Stone Creek Coffee are reviewed based on how well they fulfill their role description.

ROLE DESCRIPTION: BARISTA

Role Mentor: Café Coach

Role Location: Varies

The Barista role exists as the main executor of a customer experience that exemplifies Remarkable Care. Baristas work in tandem with their coworkers and Team Leaders to build a café culture of excellence, positivity, and urgency to the customer.

Metric of Focus:

- FANS WON – Baristas work to blow new customers away. In everything from urgency to the customer, to the beverage and environment quality, the main focus of Baristas should be to win new fans for Stone Creek Coffee.

Role Aspects:

- CONNECTING WITH CUSTOMERS – Warmly greets every customer upon their entrance to the cafe. Builds connections with our customers by learning and using their names during every interaction. Endeavors to treat all guests with the same care and attention we would devote to our close friends and family.

100_IN CAFE ORIENTATION
JOB EXPECTATIONS

- OFFERING SOLUTIONS – Genuinely offers product recommendations as needed and offers every customer a food option. Informs every customer about benefits and programs available to them, including Gift Card Give Back, loyalty cards, and seasonal promotions.
- COFFEE GEEKERY – Prepares beautiful beverages at the quality level expected of a certified barista. We call that a “Green Drink.” Loves coffee, possesses contagious passion around it, and explores it deeper of their own volition.
- CLEAN SPACE – Uses the systems developed for their cafe to keep everything neat, clean and beautifully stocked with fresh products. In every area of the cafe, from the front door to the restrooms, they maintain a space that is stocked and very clean.
- APPRECIATION – Warmly and audibly thanks every customer at least once during every interaction.

ROLE DESCRIPTION: CAFÉ COACH

Role Mentor: Master Cafe Coach

Role Location: Varies

The Café Coach role exists as the main administrative presence in the Stone Creek Coffee Cafes. Café Coaches are to work in tandem with team members to ensure every person coming into an SCC café receives and experience that exemplifies Remarkable Care.

Metric of Focus:

- CUSTOMER COUNT - The most notable way a Café Coach will impact the success of Stone Creek Coffee is to take care of existing company fans and to win new ones. Though the 9 Aspects of the Café Coach role should impact other metrics, their main focus should be the growth of their specific café’s customer count.

Role Aspects:

- CONNECTING WITH CUSTOMERS – Ensures every customer is greeted. Builds connections with our customers by learning and using their names during every interaction. Endeavors to treat all of our guests with the same care and attention we would devote to our close friends and family.
- OFFERING SOLUTIONS – Coaches their team to ensure product recommendations are given and food options are offered. Informs every customer about benefits and programs available to them, including Gift Card Give Back, Loyalty cards, and seasonal promotions.
- COFFEE GEEKERY – Prepares beautiful beverages at the quality level expected of a certified barista. We call that a “Green Drink.” Loves coffee, possesses contagious passion around it, and explores it deeper of their own volition. Ensures team on floor is capable to deliver green drinks in a speedy fashion.
- CLEAN SPACE – Uses the systems developed (and develops systems as necessary) for their cafe to keep everything neat, clean and beautifully stocked with fresh products. In every area of the cafe, from the front door to the restrooms, they maintain a space that is stocked and very clean.
- APPRECIATION – Works with their team to make sure that every customer is thanked audibly and warmly at least once during every interaction.
- HANDLING DIFFICULT CONVERSATIONS – Is able and willing to have difficult conversations about performance, compensation, workplace dynamics, and etc. with clarity and professionalism. This

includes proactively addressing performance concerns and providing clear assessments of their team members.

- KEEPING & CAPTURING COMMITMENTS – Is an example of quality commitment capturing, making, and keeping. Always keeps their commitments or will communicate in advance with an updated plan if unable to keep a commitment.
- GIVING FEEDBACK & BUILDING GROWTH PLANS – Is able to craft development plans for their specific team members and for their team as a whole. Provides regular, specific feedback to their team members pertaining to their work quality, personal growth, and potential path through daily interactions and formal performance reviews. Tracks growth goals and outcomes for their team members in Asana.
- BUDGET & METRIC TRACKING – Has an active, clear understanding of the team's financial success or struggles including performance with respect to the team's budget lines, and uses this understanding to craft plans for adjusting behaviors and priorities to improve performance to their metrics.

EXAMPLES OF BARISTA EXPECTATIONS

- It is expected that you will complete all tasks including those on the shift, daily & weekly checklists and project lists with a sense of personal responsibility and initiative.
- Café Coaches are not expected to be task masters, their job exists to support and help their coworkers, not to monitor them.
- It is expected that you will look to the checklist to find something to clean or complete other store projects. It is not appropriate to study, read, or use your phone at any time other than your scheduled break.
- We expect that as an employee of Stone Creek Coffee you will arrive to work with enough time to be behind the counter and ready to work by the time your scheduled shift starts. Five minutes 'courtesy time' is expected.
- It is expected that all Stone Creek Coffee employees will use the quality guidelines detailed in this manual & learned during training when preparing espresso drinks and brewing coffee. Only the absolute best beverages and beans will be served. Please bring any questions about product quality to your Café Coach and/or a Master Barista.
- In addition to the best quality product, we strive to offer the best quality service there is. Courteous, efficient, high quality service is expected. Every Stone Creek employee will strive to Create Remarkable Care.
- After training, it is expected that staff members can describe and make all of our drinks and accurately describe whole bean coffees to customers and one another.
- It is expected that in café coffee literature and drink recipes be used until a staff member is confident in their bean knowledge and drink making skills.

100_IN CAFE ORIENTATION
JOB EXPECTATIONS

- We expect a willingness to continually grow in coffee knowledge. #NeverStopLearning
- It is expected that employees are open to change and willing to implement new ideas. We hope you will always be open to giving feedback and suggestions regarding any changes. #TakeRisks & #SpeakUp
- It is expected that you will not let outside problems affect how you treat your co-workers or our customers.
- We invite you to bring your individuality to our customers and staff.
- It is expected that the guidelines used in operating the café are fair and equal to all employees. All policies and procedures listed are intended to maintain a healthy environment for all employees.
- It is expected that employees show a regular willingness to help their Café Coaches and coworkers.
- You must be competent, confident, tactful and friendly.
- The customer always takes priority over all other activities including daily checklist activities. All customers should be greeted immediately upon entering the café. Please ensure urgency to all customers.
- While serving customers, you must move about the café space and accomplish tasks with a sense of purpose to finish the transaction in a timely manner.
- Never carry on a conversation with a coworker while serving a customer or instead of serving a customer.
- Friends and co-workers who visit the store should not “hang out” by the counter.
- It is expected that staff members will learn how to resolve problems with customers.
- Staff members should be knowledgeable about our coffees, drinks and company and should be excited to share this information with our customers.
- While in SCC cafés, you should conduct yourself in a way that is representative of our Core Commitments.
- A ‘free latte’ card should be distributed to encourage a customer to return to Stone Creek Coffee when they have not received an ideal experience. When possible, remedy the situation immediately.
- It is expected that our employees show a genuine respect towards their Café Coaches, Company Leaders, coworkers, customers and environment. It is expected that employees respect all of our guidelines by following them and speaking directly to their Coach if they have concerns.

THE SIX STEPS

1. GREETING: Greet the customer upon entrance at least once
2. NAME: Ask for and/or use the customer's name
3. FOOD INTERACTION: Offer food and/or interact about food with the customer
4. GREEN DRINK: Serve a "GREEN" drink prepared to customer specifications and SCC standards
5. THANKS: Thank the customer at drink hand-off at least once
6. CLEAN SPACE: Keep a remarkably clean and beautiful space inside & out

The six steps are opportunities for us to provide remarkable care to our customers in three ways. Three of our six steps are used to *connect with customers and show appreciation* (Hello, Name, and Thanks). One step gives us an opportunity to *offer solutions* (Food Interaction) such as offering our Gift Card Give Backs, and other Promos, and the last one allows us to create an environment that is *clean and well merchandised* (Clean Space).

HELLO

A greeting is required for all guests. Every customer should receive a warm welcome upon entering the cafe, before they reach the register. This step initiates a connection between you and the customer.

- If there are multiple staff members working, it is better for a guest to be greeted by every staff member rather than just one.
- A great greeting will include a smile, a verbal welcome, and eye contact.
- In the case that you are working alone (as your coworker is elsewhere at the moment) and you are with another customer when someone walks in, do your best to quickly break your current interaction in order to offer a verbal or visible greeting to your new guest.
- It is not okay for a customer to go unnoticed even if you are working alone.

NAME

At Stone Creek Coffee, we work hard to learn about our customers and have genuine interactions with them. To improve our interactions, we work to use a customer's name whenever we can. This step reinforces our connection.

- When we do not know a customer's name, we will ask for it and make a point to record it on their cup/pastry item.
 - "May I get your name for that?"
 - "I've never met you before. My name is _____, what is yours?"
 - "Could I have your name for your drink?" "Thank you Susan! My name is _____. It's so nice to meet you."
- Once we have learned a customer's name, we will use it during the time we spend with them and when we call out their drink or pastry order.
 - "Sounds great Susan! Your drink will be ready for you next to the bar."
- Names will also be recorded on any pastry order that needs to be toasted. It is not okay to call out a toasted pastry order without the customer's name.

- When serving a drink, we will work to face the customer's name toward them so that they can see that the drink is theirs.

FOOD INTERACTION

Stone Creek Bakery offers some excellent bakery choices for our customers, so naturally, we wouldn't want our guests to miss out on the opportunity to order bakery. Giving the customer a moment to assess our bakery case and their tummies, is one way we show them that they have our undivided attention. During all interactions, we work to be sure that our customers' eating needs have been addressed.

- Every register interaction must include a food interaction.
 - This includes offering a snack, breakfast, or bakery.
 - If a customer orders bakery without our need to ask, we do not need to ask them again.
 - Instead, you may remark on their choice: "Morning buns are my favorite too!" OR "The blueberry muffin goes perfectly with your cup of Cream City this morning."
 - If a customer requests a particular food that we are now out of, it will not be a green food interaction if an alternative choice is not offered and a sincere apology is not given.
 - Saying "Anything else?" is not a food interaction.

In addition to food interactions there will be numerous times during the year that a Stone Creek Coffee is offering a promotion, whether it be a Gift Card Give Back or a Two Dollar Tuesday or anything else. In the event of a promotion, we want all guests to be able to take advantage of such a promotion, and we will always offer it to every guest while the promotion is available. See the Gift Card Give Back section of your training manual for how to have great GCGB interactions with our customers.

GREEN DRINK

At Stone Creek Coffee we work toward Remarkable Care in all we do, and especially when it comes to the cup. Our passion for coffee should be what drives us to serve the best possible cup, and that is why we hold ourselves accountable to our RED/GREEN standards for taste and beauty.

- All V60s must be made to recipe and brew time specs. A brew bar ordered must be sweet, clean, and juicy. If we run into an issue, make a mistake, or notice something wrong with a V60, we must remake it for our guests.
- Drip coffee will be sweet, clean, and juicy if all of the parameters are met for brew and our brewer is functioning properly. If we notice that there are grounds in the coffee, we used the wrong batch size to brew our grounds, the coffee tastes off, or our coffee has gone past one and a half hours, then we will urgently remake our drip coffee.
- If we are serving an espresso beverage, and we know our espresso is not to standards, we will always re-pull our shots rather than serving them.
- When serving espresso and milk beverages, we will hold our latte art standards high and pour latte art that is GREEN.
 - GREEN art is/has...
 - **Good contrast**
 - **Really big, filling the surface of the latte**

- Excellent microfoam
- Evenly distributed/Centered
- Intentional, pour with purpose/beautiful
- Finally, in all beverages we serve, we will offer the best possible drink, made to Stone Creek Coffee standards.

THANK YOU

As an ambassador for Stone Creek Coffee, you are our voice and face. Because of your hard work winning fans, we have fans who support our green coffee purchases, labor dollars, brewing equipment, and etc... There is much for us to appreciate, and so it is essential that all drink or food hand-offs, we will thank our guests. This is the final step to closing the connection between you and the guest, ensuring a remarkable experience and a true connection.

CLEAN SPACE

If Remarkable Care is our goal in all we do, then we have to pay attention to the details. It's in the little things that we can win, and if our message to the customer is care, even in the little things, then how much more will they trust us with their time, their drinks, and their food?

Keeping a clean space does mean that we work hard, we clean the corners, and we focus on our tidiness while we serve GREEN drinks. So we will be sure that our customer areas are ready for our customers at all times.

- Entrance and Cafe Exterior will be clutter free, without trash, and free of grime and salt, spills, and cigarette butts
- Register and hand off planes will be stocked, organized, clutter free, trash free, free of grime, dust, spills, and dirty dishes.
- Condiment counters will be stocked and organized, clutter free, without trash, grime, dust, syrup, sugar, milk spills, or dirty dishes
- Bathrooms will be stocked and organized, clutter free, free of trash, without grime, dust, urine, dirty floor corners, soap scum, or scummy sinks/toilets.
- Displays will stay stocked and organized according to planograms, clutter free, trash free, free of dust and grime on the shelves, counters, and surrounding floors.
- Use hourly fly-bys to keep an eye on each of these spaces. Plan to bring either a cloth or a broom with you if you plan to step away from behind the counter.

Finally, not only are spaces beautiful when they are clean, but also when they are fully merchandised. Empty shelves and missing products prevent customers from taking advantage of all we have to offer. Be sure that as you clean and dust, you help your team keep shelves full stocked as well.

Throughout your training manual, you will see sections of the Cafe Assessment Rubric. This rubric is used to constructively assess your cafe's performance according to the six steps.

The policies, procedures and benefits described in this training manual are summary descriptions and are neither intended to be all-encompassing, nor applicable in every situation. Please refer to the Employee Handbook for annual updates and further information. Stone Creek Coffee retains the right to modify or terminate any of the policies or benefits described in this manual, and new policies may be added at any time. This information and the policies contained in it are not intended to create a contract of employment. Both you and Stone Creek Coffee have the right to terminate the employment relationship with or without prior notice or cause.

DRUG AND ALCOHOL POLICY

It is the policy of Stone Creek Coffee that all employees are prohibited from using and possessing illegal substances, on or off Stone Creek property. If warranted, we reserve the right to implement drug testing among our employees. Drug testing may occur if an employee is suspected of being under the influence of drugs while on Stone Creek Coffee premises, or if involved in a work-related accident. Team Leaders are required to report breaches of this policy to Teams & People.

Employees found in possession of illegal substances while on Stone Creek Coffee property risk immediate termination. Employees under the influence of drugs or alcohol while on the clock, serving customers or while behind the counter may be subject to termination. In addition, employees under the influence of excessive alcohol in attendance of any company event may also be subject to termination. Underage drinking at company events is not allowed and may lead to termination.

DRESS CODE

It is the intention of our Retail Dress Code to allow for the expression of personal stylistic preferences while providing boundaries of exemplifying a coffee professional in all aspects of our company.

Please operate creatively within the guidelines stated below, always seeking to provide the best possible customer experience and exemplify what it means to be a coffee professional. Baristas showing a flippant attitude toward personal appearance and wearing items outside of the Stone Creek Coffee dress code may be asked to change at the discretion of their Cafe Coach or any member of the Factory team.

Acceptable Apparel (SCC Apparel is highly encouraged)

1. Tops

- Absolutely no graphics or text (brand names, graphic or screen printed tees) except well-fitting SCC tops.
- Only well-fitting SCC t-shirts or a plain, unfaded, nice-fitting solid colored t-shirt (white undershirts are not permitted).
- Collared shirts encouraged (any solid color or pattern).
- Button-ups encouraged (must be at least partially buttoned (any solid color or pattern)).

100_IN CAFE ORIENTATION
POLICIES, PROCEDURES, & BENEFITS

- Henleys (any solid color or pattern).
- Well-fitting collarless tops or blouses (any solid color or pattern).
- Well-fitting sweaters (any solid color or pattern). Sweaters with excessively long or baggy arms pose safety risks and are not permitted.
- Well-fitting solid color zip-up cardigans and jackets (blazers, track-style jackets etc) are permitted (No hoods. Must be at least partially zipped, absolutely no graphics, text, or branding unless SCC).
- No hoodies (except zipped-up SCC hoodies, any color, hoods may not be worn up).
- Tops must have sleeves covering underarms and must adequately cover cleavage and midriff.
- Dresses (any solid color or pattern, must reach 3" above the top of the knee).
- All tops should befit a Coffee Professional, be well-fitting and contain no graphics, rips, holes, or tears.

2. Bottoms

- Well-fitting jeans (any color, no rips, holes, or tears).
- Well-fitting pants (any color, no rips, holes, or tears).
- Well-fitting overalls. (any color, no rips, holes, or tears. Overall shorts or "shorteralls" must reach no more than 5" above the top of the knee).
- Rompers or jumpsuits (any color, no rips, holes, or tears. Rompers must reach no more than 5" above the top of the knee).
- Skirts (any color, length must reach 3" above the top of the knee).
- Solid color shorts (no rips, holes, or tears, the length must reach no more than 5" above the top of the knee).
 - i. Encouraged (denim, chino, linen, and canvas shorts with finished edges).
 - ii. No cargo shorts, cut-offs, or gym shorts (sweats, yoga, bicycle, etc).
- No sweat pants, yoga pants, or cargo pants (this includes SCC branded sweats and joggers).
- No leggings unless worn in tandem with pants, shorts, skirts, or dresses.
- All bottoms must be well-fitting and contain no graphics, rips, holes, or tears.
- Baristas should take care to wear clothing ensuring no socially-unacceptable exposure, including such exposures as are commonly attributed to members of the plumbing occupation.

3. Accessories

- Ties (encouraged).
- Vests (any solid color or pattern).
- Jewelry.
- Hats (SCC hats encouraged) must be solid color (stocking and baseball-style hats are acceptable).
- No graphics, text, or branding (unless SCC); no rips, holes, or tears.
- Hair should be handled intentionally, please avoid coming to work with "bed-head."
- Hair long enough to be tied back must be tied back.
- Visible tattoos are permissible as long as they do not portray potentially offensive material.
- Piercings are permissible.
- Footwear must be closed-toed and socks must be worn at all times.

100_IN CAFE ORIENTATION
POLICIES, PROCEDURES, & BENEFITS

- Securely fastened Stone Creek-branded buttons or pins are welcome. Buttons or pins that express personal identity are welcome. Pins that advocate a political or religious issue, and/or communicate superiority or inferiority of any group or individual, are not permitted.
- Any type of fake nails or fake nail tips are not permitted, as these could fall off and into drinks, beans or food. This is a requirement of the WI Department of Health Code Section 2-302.11. If a team member arrives to work with fake nails, they must wear intact gloves in good repair while they are working.
- Nail polish is permitted; however polished nails must be neat and well-maintained (no chips).
- Please refrain from wearing scented hand lotions and strong perfumes/colognes. Adding scents beyond the natural aromas of coffee will take away the coffee experience we want to provide to our customers.

Stone Creek Coffee branded aprons must be worn around the neck at all times when working behind the counter. Aprons must be kept clean and wrinkle-free.

Example of “Acceptable” Apron Wear:



Example of “Not Acceptable” Tops:



Example of "Acceptable" Tops:



PAYCOR SCHEDULING

When you are hired, you will be signed up for Paycor by Employee Care. We use Paycor for online scheduling. You will be able to view your schedule through the Paycor App on your phone.

TAKING SHIFT BREAKS

During onboarding you will fill out a Meal Break Preference Form. This will give your Coaches the opportunity to schedule you according to your preferred break system. At SCC, we offer breaks accordingly:

- 4 hours or less: one 10 minute paid break
- 4 - 6 hours: two 10 minute paid breaks
- 6 hours or more: two 10 minute paid breaks with an optional, unpaid 30-minute meal

Breaks are to be scheduled by Café Coaches during slow times or times of coverage. It is expected that you take your paid 10 minute breaks. You will have the opportunity to opt in or out of the unpaid 30 minute break. Team members under the age of 18 will be given a 30 minute unpaid meal break if working more than 6 hours consecutively. If you feel you are unable to take a break when you need it, your Café Coach will be happy to support you in helping you get the time you need. Never hesitate to #SpeakUp.

Restroom breaks are to be taken before beginning your shift and on breaks. If there is an emergency, you are welcome to use the restroom off the scheduled break. #PrepareForYourWork. In a scenario when a barista needs to use the restroom but they are the only one available to take care of customers or make drinks, they are expected to inform their customers that they need to take a quick break, but they will return as soon as possible. It is not appropriate to “hold it” if a restroom break is necessary.

SCHEDULING

Stone Creek Coffee cafés operate with a set schedule. These schedules change based on café needs. Your Café Coach will inform you of schedule changes. Be sure to check the schedule each week to note changes.

- Work schedules run Monday through Sunday. Schedules will be posted on Paycor by end of day Monday three weeks out (21 days in advance). A minimum of 2 shifts per week is required to be on a standing schedule.
- It is the barista’s responsibility to sign into Paycor to finish registering. On Paycor you can view your schedule, pick up shifts, swap shifts, etc. You must inform your Coach of availability changes 21 days in advance so that your Coach can update Paycor and ensure that you are scheduled appropriately.
- You will be required to fill out an Employee Availability Form. This will help inform your Coach of your preferred schedule and hours. In the case that the needs of the Café are different from your preference, you will meet with your Coach to discuss the variance.
- Schedule change requests must be submitted to your Café Coach using the Employee Availability Form 21 days in advance. It is helpful for Coaches to receive this information as soon as possible to help in planning schedules and for hiring. Whenever possible,

keep your Coach informed on your plans. Any major schedule changes should be given to your Café Coach in writing at least three weeks before scheduled event.

- You are responsible for the shifts you are scheduled for. If you need to switch, it is your responsibility to find a replacement. It is not the Café Coach's job to help coordinate such issues. Once the switched or covered shift is filled, the Café Coach must be made aware of and approve of the switch ASAP

VISITING BARISTA PAY

When a barista picks up an unassigned published shift or a shift that has opened up due to a call out at their café or another café, \$2 will be added to their base wage during that shift.

ATTENDANCE

Stone Creek Coffee's successful operation depends on the regular attendance of each employee. Each employee has an important job and is expected to be reliable and punctual in reporting for scheduled work. Unscheduled absenteeism and tardiness, whatever their causes are disruptive and place a burden on coaches, fellow employees, and customers. It also makes it difficult to operate efficiently which affects profitability

UNFORESEEN ABSENCES

More than four unforeseen absences in six months or six unforeseen absences a year, will result in the termination of the employee. An unforeseen absence is any time a team member is unable to present to a shift on time, so long as the shift was scheduled within their availability. The only exception would be if a team member was able to provide at least six hours of notice for medical reasons related to their disability. In the event that a team member is able to give six hours of ample notice as well as provide a medical excuse, their absence will not be counted as an unforeseen absence and therefore will not count against their attendance record.

Any late clock-in that is later than 15 minutes after a scheduled clock-in time would be considered an unforeseen absence and will be counted against their attendance record. In the same way, if a team member needs to leave early from their shift, without arranging coverage or being excused by their team leader, their absence will also qualify as an unforeseen absence.

NO CALL, NO SHOW

"No Call, No Show" refers to any situation, with the exception of documented emergencies, where an employee does not present to work or does not notify of their intended absence for a published scheduled shift prior to the shift in question. Any instance of one or more NCNS is considered grounds for termination.

In instances of 2 consecutive no call, no shows to published scheduled shift, employees will be considered to have voluntarily terminated their employment with SCC effective immediately. All future shifts will be removed from the schedule and employee offboarding will begin. All future communications between SCC and the employee will be handled via the Teams & People Team.

Time off requests (paid or unpaid) need to be submitted and approved with 21 days advance notice as per the team-specific process. If an employee needs to call out due to sickness please see our sick time policy for call out procedures.

CALL OUT

If you are sick you will need to call your Café Coach to inform them that you are sick and will be using paid sick time to cover your scheduled shift. If no one answers, leave a voicemail, make sure to leave the following information: your name, date/time of your published-scheduled missed shift. SCC requests that team members provide a minimum of 6 hrs notice prior to scheduled shift start so that teams can prepare to have someone fill in. The call must be placed prior to your shift start time otherwise it will be considered a no call no show.

OVERTIME PAY

Hourly employees who work more than forty hours per week are eligible for overtime pay. Overtime will be paid at 2 times your normal hourly rate. Your Café Coach must get overtime approved before beginning to work any hours above 40. Your Café Coach will never schedule you for over 40 hours without approval. It is your responsibility if you are picking up shifts at other cafés to keep track of your hours prior to accepting the shifts.

HOLIDAYS

Stone Creek Coffee Cafés are closed Thanksgiving and Christmas Day. If you are scheduled to work any of the following days, you will be paid at 2 times your normal hourly rate:

- o New Year's Day
- o Easter
- o Memorial Day
- o Fourth of July
- o Labor Day
- o Black Friday
- o Christmas Eve
- o New Year's Eve

EMPLOYMENT STATUS

Part time hourly employees averaging more than 35 hours per week for 6 months, who are in good standing, that is to say, not on a performance improvement plan, and who are willing to commit to working 35 hours consistently, are eligible to be converted to full time hourly status and corresponding benefits.

Employees who believe they are eligible should contact their Café Coach to discuss this option as it would require a commitment from both the employee and the business to consistently schedule the employee more than 35 hours. If after speaking with your Café Coach, questions regarding employment status or how to obtain necessary hours to become eligible for full time

hourly status persist, please contact teams@stonecreekcoffee.com and a member of Teams & People will reach out to schedule a discussion.

INSURANCE

Part-time hourly employees averaging 30 hours per week, for two consecutive months, are eligible for the company health insurance plan. Please track your schedule and hours in order to recognize when you will become eligible for Insurance. Employee Care will be able to help you sign up for our insurance program. In order to maintain health insurance eligibility employees must maintain an average of 30 hours worked per week. If a part-time hourly employee enrolled in Health Insurance Benefits falls below 30 hours per week average they will be contacted by Employee Care to discuss next steps.

All full-time employees and any part-time employee that works an average of 30 or more hours a week have three opportunities to sign up for the insurance package: 60 days after their receipt of Full-Time status, during open enrollment, or upon a Qualifying Event. Please review the Employee Handbook for more information. Your current benefits status can be accessed in Paycor under your profile. If you have any questions regarding insurance, please contact the Accounting Manager.

PAID TIME OFF (PTO)

Stone Creek Coffee offers PTO benefits to both part-time and full-time (35+ hours per week) employees. To be eligible for PTO Benefits, you must be on a standing schedule. Seasonal employees are not eligible for PTO Benefits. The PTO Benefit is a “use it or lose it” policy. If you don’t use granted vacation within the year it is granted, you will lose the benefit. PTO benefits are awarded only at your annual anniversary of employment. The only exception is the 6 month PTO benefit for full-time employees. Upon involuntary termination of employment PTO is forfeited.

PTO days must be requested via Paycor. Once a request is made, your Café Coach will be notified for approval. PTO for 1-3 consecutive days should be requested 4 weeks in advance. PTO requests for 4-9 consecutive days should be requested a minimum of 6 weeks in advance. PTO requests for more than 10 consecutive days should be requested a minimum of 8 weeks in advance. PTO cannot be used if the time is not available, requested and approved by your mentor via Paycor.

Each employee is responsible to make sure their PTO hours are accurate in Paycor as this is the database of records by which you will be able to request PTO and by which payouts will happen.

CAFÉ MEETINGS

There are times when café meetings are held and are mandatory. You will be paid for your time. Café meeting dates will be posted on the schedule. Stone Creek Coffee also holds company-wide meetings called NSL Workshops. These will be scheduled three weeks in advance. Your attendance is expected.

CAFÉ CLEANINGS

There are times when Stone Creek Coffee conducts a café cleaning. This is a mandatory group effort. You will be paid for your time.

EMPLOYEE DISCOUNTS

Taking free coffee when you are not working, drinking non-coffee based beverages without paying, or giving away items is stealing and grounds for immediate termination. Be sure you clearly understand the discounts.

- Full-time employees (35+ hours per week): One free pound of coffee every week when re-using a bag or container (occasionally some coffees are exempt).
- Part-time employees (less than 35 hours per week): One free half pound of coffee every week when re-using a bag or container (occasionally some coffees are exempt).
- The first coffee bag is free. When an employee does not re-use a bag/container, they are required to purchase the cost of a new bag. This coffee privilege does not carry over or accumulate from week to week.
- Free coffee/milk based beverages, including steamers and hot chocolates from one-half hour before your shift through the end of your shift when an employee uses an in-store mug or travel mug. (Limit of one free soft serve based beverage per shift.)
- Factory staff can receive a free coffee/milk based beverages when visiting a store immediately following the end of their shift. For any employee, including factory, owner, etc., their own mug must be used. Any beverage purchased by an employee in a paper cup must pay full price, with 40% discount.
- PM Delivery Drivers are entitled to complimentary coffee based beverages any time and day of the week.

40% discount on the following:

- Soy/Almond/Oat Milk – This includes making coffee based beverages with these milk alternatives.
- Non-Espresso Bar/Milk Beverages - Juice, tea (including Chai and Matcha), bottled beverages, smoothies or any other beverage without coffee/espresso.
- Pastries and other food items.
- Hardware and accessory items.
- When you are in the cafés and not working -40% off all above items. Family and friends do not receive a 40% discount if they visit while you are working or by themselves.

Customer Discounts:

- \$0.15 discounts are given on any drink when a customer uses their own cup (any cup) or re-uses a tray for two or more beverages.
- Customers receive a discount for bringing back their coffee bag and refilling. A \$0.50 discount for the 1lb bag and a \$1.00 discount for the 5lb bag should be applied. Multiple bags cannot be combined for the discount unless all the bags are being refilled.
- Free 12oz latte (or a coffee based drink of equal or lesser value) with the purchase of

100_IN CAFE ORIENTATION
POLICIES, PROCEDURES, & BENEFITS

- 1lb or more of whole bean coffee. Must be redeemed at the time of bean purchase.
- Free coffee based drink with the purchase of one of our travel mugs (only if using the mug to get the drink in).
- Free drip coffee to suppliers, delivery drivers, etc.

DRIP COFFEE REFILL POLICY

One free in café drip coffee refill is available to customers. There is a small charge for a refill after the first free refill (\$1.00). Customers must pay full price (minus \$0.15 if in same cup) for a refill after they have left the café. Iced tea and Cold Brew beverages do not include a free refill. We do offer free refills of hot water for tea bag infusion.

MAIL ORDER COFFEE AND MERCHANDISE

Mail order coffee and merchandise is available through E-Commerce on our web site: www.stonecreekcoffee.com. You will be able to use a 20% employee discount and will find the coupon code in the Company Newsletters. The same discount code can be used to get 40% off on mobile orders as well.

PERFORMANCE MANAGEMENT

Here at Stone Creek Coffee, we do not settle for okay. We strive to provide “Remarkable Care” in every aspect of our business. In order to grow and improve at SCC, your Café Coach will share feedback with you to assist your development. When feedback is given, it is important to develop a commitment and plan to move forward. We have several tools to track performance in café that are sent to the Factory and input into your Paycor file.

TOOLS

1. Hero Card

- Write the staff member’s full name on the card, and describe the act of greatness. Give the Hero Card to the team member.
- Be sure to give the Hero Card to your Team Leader so that it can be added to your Paycor File. You may take a picture of the card or request a copy if you would like to keep it.
- Hero Cards are reviewed by Employee Care and kept in your Paycor Profile.
- Greatness examples: This can be anything that uniquely enriches the work or customer experience at SCC.
 - Gracefully handling a difficult situation
 - Bringing a creative idea to the Team Leader
 - Offering to help – going above and beyond expectations

2. Tardiness Notice

- Being late or missing a shift goes against our Core Commitments. If you anticipate being late, you MUST contact your Team Leader immediately to notify them.
- These cards must be filled out for each incident of lateness. Lateness is any time a team member does not clock in at or before the start of their shift. Any late clock-ins between 1 and 15 minutes after the start of a shift are considered tardies.
- Tardiness notices will appear in your Paycor inbox and must be reviewed and signed immediately.
- Repeated lateness will be grounds for performance conversations.

3. Unforeseen Absence Card

- If you anticipate missing a shift, you MUST notify your Team Leader as well as find another team member to cover the shift.
- Any time a team member is going to need to miss work or be late to work for any reason, it is expected that they inform their team leader as soon as they believe they will not be able to make it in time/at all. Any time a team member does not inform their team leader in advance of the start of their shift, that they will not be able to make it in, this is considered a No Call, No Show. See the Call Out Process, and No Call No Show Policy in the Policies and Benefits section of your Training Manual, or refer to the Employee Handbook.
- Any shift in which a team member is late by more than 15 minutes, leaves work 15 minutes early without permission, or misses the shift, and is unable to provide six hours notice with a doctor’s note, is considered an unforeseen absence.

BARISTA REVIEWS & PERFORMANCE MANAGEMENT

- All unforeseen absences are tracked using an Unforeseen Absence Card. These cards will appear in a team member's Paycor inbox and help team leaders keep track of the number of unforeseen absences in a given period of time. More than four unforeseen absences within four months is grounds for termination.
- Repeated lateness or missed shifts will be grounds for performance conversations up to and including termination.

4. Warnings

- Your Team Leader can give a Verbal Warning to correct any behavior that is not in line with our Core Commitments or a team member's performance is not aligned with the expectations outlined in their role description.
- The staff member and Team Leader will come up with a plan to resolve the issue for the future.
- You may receive a written warning that requires your signature and verifies that you received coaching after the fact.

5. Clarification Forms & Plan of Action Forms

- The Clarification Forms & Plan of Action Forms are used by your Team Leader when a staff member develops a pattern of behavior that is not in line with the Core Commitments or is not aligned with the expectations outlined in their role description.
- The staff member and Team Leader will come up with a plan to resolve the issue for the future.
- There are also situations where an employee's actions will subject them to harsher discipline up to and including immediate termination.
- Clarification Forms & Plan of Action Forms are reviewed by the Teams & People Team and are kept in your Paycor File.

VERBAL WARNING FORM

Document Purpose: This form is used to identify gaps in performance and provide a written summary of a verbal warning that a performance gap has been identified. It serves to clarify the expectations, provide a clear next step should performance not improve and point to where the performance expectations can be referenced.

Usage Notes: This form should follow a verbal warning. If the performance gap is not closed, a Clarification Form is the next step we will take to properly support a team member efforting to improve their performance.

If the team member has met/exceeded the performance improvement goals in this document this form will expire after 6 months.

We expect that a team member will sustain their improvement even after this document expires.

TEAM MEMBER INFORMATION

Name: Jane Excalibur

Department: Retail (Cafe Location)

Job Title: Barista

PERFORMANCE CONCERNS

First Warning Incident (iterate your first interaction around this gap, e.g. during training or orientation) -

Date: 11/1/2021

Details: *Jane has been coached on the expectation that being on time to work means to be behind the counter with all her personal items put away, hands washed, apron on, and clocked in by the time she scheduled to arrive in Paycor Scheduling. This expectation was recently coached not only in her orientation training, but also during our recent cafe meeting 12/20/2020.*

Verbal Warning Incident (iterate an occurrence in which you coached your team member to cease continued infractions) -

Date: 1/1/2021

Details: *On Monday Jane was late to work. She was scheduled to start at 8am and got there at 8:05am and wasn't logged in until 8:15am.*

Jane Barista was not behind the counter and ready to start her shift at her shift start time.

Part of the job of an employee at Stone Creek Coffee is to be on time or early and ready to work at the start time of the shift.

I spoke with Jane and made sure she understood the expectations to arrive with enough time to put her stuff away, get her apron on and to log in on the POS. She acknowledged she understood. I reminded her that these expectations were covered during our 101 course and let her know she could look back at her Barista Manual if she had questions.

100_IN CAFE ORIENTATION
BARISTA REVIEWS & PERFORMANCE MANAGEMENT

Core commitments missed: Prepare for your work, Be here physically and mentally and take care of your co-workers.

SUPPORTING DOCUMENTS

(Refers to documents that outline performance expectations, policies, guidelines, Core Commitments)

Document Name: Barista Training Manual

Section/Page to reference: Section 100_2 Job Expectations Page 5

Document Location: Paycor

Document Name: Core Commitments/Employee Handbook

Section/Page to reference: Section 1 Page 2

Document Location: Paycor

PLAN FOR IMPROVEMENT

(Use this section to document specific steps to be taken to ensure the performance gaps are closed)

Commitment to Improve:

Jane will plan her schedule prior to work so that she is able to arrive to work consistently 5 minutes before her scheduled clock in time.

Any failure to be clocked in, on time, and ready for work will result in further documentation.

Check in Date: 2/1/2020

Date Form Expires (six months after meeting date): 7/2/2020

ADDITIONAL COMMENTS

Team Leader:

Jane shared that she has had trouble getting out of the house earlier enough because of personal conversations with her mother. She has shared that she will be able to reiterate the importance of timeliness with her mother and she will understand. Jane was very receptive to this feedback and understood her need to improve.

Team Member:

I have reviewed the details of this form and agree with the plan for improvement that my Coach and I built together.

100_IN CAFE ORIENTATION
BARISTA REVIEWS & PERFORMANCE MANAGEMENT

Team Leader:

Signature: _____ Date: _____

Team Member:

Signature: _____ Date: _____

Teams & People Reviewer:

Signature: _____ Date: _____

**Stone Creek Coffee reserves the right to skip steps in the performance management process including moving directly to terminating our employment agreement depending on the severity, impact, and scope of a team member's performance gap.

PAY AND PERFORMANCE REVIEWS

Reviews are an integral part of each barista's development process. Reviews consist of a conversation with your Café Coach to go over the Café Coach role description as well as the Barista Role Description. Your Café Coach will take notes, commitments, comments, and plans for progress. Performance Documents may be referenced during the following review as a way to gauge improvement. These reviews are also an opportunity to address your pay with your Cafe Coach. Pay raises will occur only when an employee's performance exceeds expectations.

Stone Creek Coffee conducts Pay and Performance Reviews three times a year on a company wide basis. All feedback that falls between these reviews should be provided by your Café Coach verbally or in the form of documentation and should be presented urgently. Pay and Performance Reviews should not be used as a first opportunity to address issues or excellence. Rather, these are a time to review overall performance and assess pay.

STONE CREEK COFFEE EDUCATION

The Stone Creek Coffee Education Program is designed to prepare baristas to be successful as employees in a café and after leaving Stone Creek Coffee. While coffee is the central focus of the program, Educators will also coach team members on our service expectations and discuss our company Core Commitments in classes. All classes are scheduled by the Accounting Assistant.

- Missed classes or coming to a class late are considered an unexcused absence, and an unexcused absence card will be distributed to you.
- Grades received for class completion include Pass, or No Pass. A Pass is required for satisfactory completion of a course.
- A No Pass grade requires a Coach to reschedule a class with the help of the Accounting Assistant.
- Missing class, using phones, eating during class, or leaving class unexpectedly is considered grounds for a No Pass grade.
- All baristas attending classes must be in dress code, this includes wearing an apron during class, whether they bring their own personalized apron or wear one provided by the Education Team.

STONE CREEK COFFEE COURSE CATALOG

Barista Level 100: Barista Apprentice

100 level classes will teach baristas how to provide a GREEN drink 90% of the time and a great customer experience 100% of the time. Master Baristas, Café Coaches, and Café Coach Mentors will help ensure that quality standards are met through regular café evaluations.

100: Orientation -Welcome to Stone Creek and introduction to our company policies! We will cover the very basics of the company Handbook. You will complete all hiring paperwork during this class.

101: Connection - Hello, Name, & Thanks: This in-cafe workshop with your Cafe Coach focuses on the Guest Experience. In this class you will learn about the 6 Key Steps to Service, how to interact with customers, and how to offer our products to them.

102: Care - Owning and Delivering a Clean Space: This in-cafe workshop with your Cafe Coach will teach you how to care for your cafe space, what to do if you are having an equipment issue, and how to stay calm when you are faced with equipment malfunction

103 - 106 The following classes will have a prerequisite video and quiz that must be completed by the barista prior to attending class in the lab.

100_IN CAFE ORIENTATION
SCC EDUCATION PROGRAM

103: Milk - Steaming the Drink: This hands-on class will happen in the Learning Lab with an SCC Barista Trainer. You will learn how to properly steam milk and intentionally pour GREEN quality latte art. You will also learn how to hand off a drink properly with appropriate materials, names, a smile, and a thank you.

104: Espresso - Dialing in the Drink: This hands-on class will happen in the Learning Lab with an SCC Barista Trainer. You will learn how to dial in regular and decaf espresso to SCC recipe, dial in espresso to taste, make drinks hygienically, and hand off drinks appropriately.

105: Art - Building and Perfecting the Drink: This hands-on class will happen in the Learning Lab with an SCC Barista Trainer. You will learn how to identify RED and GREEN lattes, make every kind of drink on our menu, and practice pouring GREEN latte art.

106: Drip - Know and Brew the Drink: This hands-on class will happen in the Learning Lab with an SCC Barista Trainer. You will learn what coffee is, where it comes from, how it is processed, and the basics of brewing. You will also hand brew coffee with the help of your barista trainer.

107.1: This hands-on class will happen in the Learning Lab with an Educator. You will continuously make lattes with and for a Barista Trainer, working to achieve 8/10 GREEN lattes as will be expected during your test.

107.2: One-on-One: This hands-on class will happen in your cafe. An Educator will come to your cafe and warm up with you on bar for the first 1.5-2 hours. After that time, the Educator will take the remaining 1-1.5 hours to do your certification test.

Scholar Certification: In the event that you were unable to be certified during your 107.2 or you did not pass your test, a follow up test will be scheduled. It is expected that you be on bar in your cafe prior to the time the Educator arrives to do your test. Once your test begins, you will have 1.5 hours to complete the test.

For Certified Scholar Baristas: Preparing for Master Barista Certification

201: *Latte Art Perfection*-Take a look at the chemistry of milk and its various forms, then apply that knowledge to steaming and pouring lattes. Solidify knowledge of the following latte art pours: heart, tulip, rosetta.

205: *Espresso Extraction*- This class focuses on the science behind espresso extraction and how each brewing variable contributes to and changes the flavor of espresso.

Master Barista Certification

The process of Master Barista certification has been built to find those baristas who want to continue to grow and help their team members grow. To find these team members, we have built this program. We ask that interested baristas work on advancing their coffee knowledge and proving their passion and skill level in the ways listed below. To find the details of this program, log into your Paycor account. Select “Me” and click on the “Learning” dropdown. Find the training section on Master Barista Certification. A detailed description of the expectations can be found there. The following is a quick description of the expectations.

100_IN CAFE ORIENTATION
SCC EDUCATION PROGRAM

Step 1: To become certified, a barista must take 201 (Latte Art) and 205 (Espresso Extraction). These courses are available upon request. Please email education@stonecreekcoffee.com to schedule these.

Step 2: *Prepare for the Certification Test* - takes place in the Learning Lab.

The test is composed of three sections.

1. Multiple choice and short answer test consists of questions from the guided reading section found in your Master Barista tools. (It will take you a few hours to complete studying for this portion of the test).
2. Observation and Correction- observe an Educator make a number of “rookie” mistakes while preparing a beverage and coach them on their mistakes.
3. Make seven drinks in 10 minutes- you will be given 10 minutes to warm up and dial in. Six out of your seven drinks must have green art.

BACKROOM

Your Café Coach will show you:

- Where to hang your coat and put your personal belongings
- The layout of the back room
- The designated areas for messages, mail, invoices, etc.

Backroom Rules: Only Stone Creek Coffee staff should be in the back room, no exceptions. It is imperative that the door is kept closed and locked at all times.

SCHEDULE

Your Café Coach will show you:

- How to navigate Paycor Scheduling.
- Where to find the paper copy of the schedule in your café.
- How to enter your availability or request time off in Paycor.
- Time off must be requested in Paycor 21 days in advance.

The schedule is posted by the end of day Monday for two weeks out. Each barista is responsible for covering all of their scheduled shifts. In the event you forget to clock in or out, your Café Coach has the ability to adjust recorded hours.

Pay periods: Each pay period is two weeks long; starting on Monday and ending on Sunday. Your direct deposit will be received the Friday after the end of each pay period. All Stone Creek Coffee employees must use direct deposit.

MUSIC

All cafés listen to a cafe-appropriate station of their choosing via our Soundtrack Player music platform.

CELL PHONE AND CAFÉ PHONE USE

Telephone etiquette: Please answer the telephone “Hello. Stone Creek Coffee (insert café location) this is (insert name). How may I help you?” Be sure to include the word “coffee”

- Personal phone calls can be received at work; however, customer & café come first. The personal calls should be short and kept to a minimum. Personal calls should be made from the café only in an emergency.
- Cell phones are not allowed behind the counter at any time. Personal calls from a cell phone can be made only when you are on a break. Cell phone ringers should not be audible when stored in the back room.
- Customers can only use our phone if it is an emergency.
- Coworkers phone numbers should NEVER be given to anyone unless directed to do so by that coworker or if the caller is a Stone Creek Coffee employee looking to get shifts filled.

FRIENDS AND FAMILY:

Friends and family are welcome and encouraged to visit cafe team members during their shifts but

- Friends and family need to be treated as customers.
- It is not appropriate to spend more than five minutes with any one customer unless you are educating them on our products.

- It is also not appropriate for customers to hover around the bar area after they have picked up their beverage since this disrupts the flow and makes it difficult to get our work done.
- If you have a friend or family member visiting you in the cafe and that cafe has bar seating, they may not sit at the bar.
- For cafes that do not have bar seating,, the same would apply to customers who are hovering around the espresso bar area. Please kindly educate your friends and family to grab a table and hang out as long as they like.

Here are two examples of how to address a lingering customer, family member, or friend:

1. Thank you so much for stopping by, but I have a lot of work to get back to, nice chatting with you! See you tomorrow!
2. It has been great to talk to you, the dishes are piling up so I've gotta get back to them, have a great day! Thanks for stopping in! You can fill me in next time on...

In order to Take Care of our Coworkers, we need to be attentive to the checklist to not leave the work for someone else. In order to Be Urgent to the Customer, we need to keep our space clean and be attentive to all customers not just some of them. In order to Clean Corners we need to have the time to get to those corners and take care of the entire cafe.

Our customers come to Stone Creek Coffee because of how well we take care of them. If we limit the amount of time we spend chatting with our family/friends/customers, we will be able to take care of our space and our customers in a more holistic way.

ANIMALS IN CAFE:

Pets are not allowed in any SCC Cafes. We love dogs and other pets, but having them inside our cafe spaces is a health code violation. Emotional support animals are not allowed in cafe. Only service animals are allowed in cafes.

- If/when a customer enters the cafe with an animal, inform the customer, "Hi there! Sorry, we're not able to allow pets, in the cafe due to health code requirements."
- If the customer informs you that their animal is a service animal or emotional support animal, accept their statement: do not ask for proof or documentation related to the service animal.
- Though these animals are allowed in cafe, under no circumstances are they allowed on counters or tables or behind the counter.

What is a service animal?

- Service animals are defined as an animal that is individually trained, or is being trained to work or perform tasks to benefit a person with a disability. These animals include guide dogs and hearing dogs.
- Service animals are permitted in cafes, provided they are within the control of their handlers at all times, and are not posing a threat to the health and safety of others.

What about Emotional Support Animals?

- Emotional Support Animals (ESAs) are not permitted in cafes according to Health Code as they are not Service Animals. Animals that are not dogs are likely not service animals.

Cup marking is the visual half of accurately filling a customer's order. The register person is responsible for marking cups correctly and quickly.

- It is always necessary to use cup marking. Mark cups 100% of the time whether working alone or with another staff member. Only the person taking the customer's order uses cup marking. The cup should be marked, placed, and then called to the barista.
- Writing the customer's name is part of proper cup marking.
- Drip Coffee and tea also require proper cup marking.

Your Café Coach will show you:

- Where to place a cup after it has been marked.
- How to mark a "for here" beverage.
- How to mark a Mobile Order

HOW TO MARK EACH BOX – see side of a paper cup

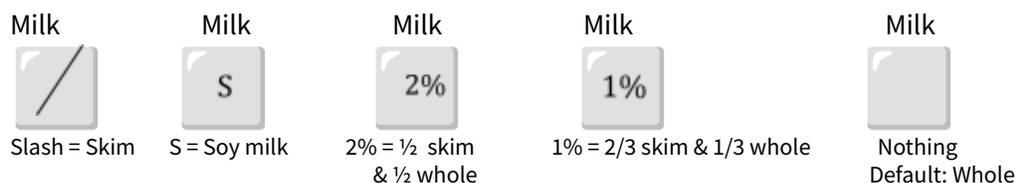
DECAF: place a line in the box if the drink is decaf. If it is regular, do nothing. If it is half decaf, mark 1/2 in the box. If there are 3 shots of espresso, with 1 regular and 2 decaf, add a "3" to the "shots" box and a breakdown of the shots in the "decaf" box. Please see the box to the right below as a reference:



SHOTS: Mark the number of shots in the drink if it differs from the norm. For example, if a medium latte with an extra shot is ordered, place a 3 in the "shots" box. If the customer would like their drink to be made with our seasonal espresso, mark this slot SS. If a regular medium latte is ordered, do nothing.



MILK: Place a line in the box if the milk is skim. If it is whole do nothing. Use an S for Soy milk, O for Oat Milk, and A for Almond Milk. Use 2% if the customer would like a mixture of skim and whole.



Milk



A = Almond milk

Milk



B = Breve (Half & Half)

Milk



O = Oat Milk

SYRUP: Use this box to write the letter that corresponds with the syrup. If a customer requests extra flavor, simply mark an X before the flavor letter. (Ex. XV for extra vanilla)

Syrup



Nothing = No Syrup

Syrup



V = Vanilla

Syrup



XV = Extra Vanilla

Syrup



EZ = Easy Vanilla

Regular Syrups: V = Vanilla, Ca = Caramel, Cardamom Spice = CS, Ci = Cinnamon, H = Hazelnut, P = Peppermint, HON = Honey, M = Mocha, WM = White Mocha, L = Lavender

Sugar Free Syrup: SFV = Sugar Free Vanilla, SFH = Sugar Free Hazelnut, SFC = Sugar Free Caramel

CUSTOM: you may use this box to indicate specific customer requests that do not fall under any of the above categories. Not every custom request can be captured in this document. Please do your best to abbreviate efficiently and communicate clearly to the barista.

Custom



Any of the orders below could be inserted in this box, if requested by a customer. Use this as needed, but make sure that your barista calls the drink back appropriately to assure the customer receives the drink the ordered.

XW = Extra Whip

XIce = Extra Ice

EQ = Equal (add how many packets)

SPL = Splenda (add how many packets)

RAW = Raw Sugar (add how many packets)

S&L = Sweet n' Low (add how many packets)

W/W = With Whip

EZ/W = Easy Whip

W/R = With Room for Cream

120 = Not so Hot

180 = Extra Hot

EZM = Easy Mocha

XM = Extra Mocha

101_IN CAFE TRAINING
CUP MARKING

DRINK: This box can be used to mark the drink name. Drink marking uses the drinks initials and/or the drink's first and second letter. The Drink Recipe guide also notes each drink's cup marking initials. There is also a laminated guide by your espresso bar or register.

TRADITIONAL		SPECIALTY		NON-COFFEE		ICED (Cold Cups)*		Frozen (Cold Cups)	
E	Espresso	CSL	Cardamom Spice Latte	HC	Hot Chocolate	IL	Iced Latte	FV	Frozen Vanilla
Mac	Macchiato	VBL	Vanilla Bean Latte	ST	Steamer	IA	Iced Americano	FM	Frozen Mocha
Co	Cortado	Ca	Carmella	Ch	Chai	IM	Iced Mocha	FC	Frozen Caramel
	Latte	BL	Boston Latte	ML	Matcha Latte	Ich	Iced Chai	MS	Mango Smoothie
T Cap	Traditional Cap	MSM	Mexican Spice Mocha	DRIP DRINKS		ROY	Roy G Biv	4BS	4 Berry Smoothie
C	Cappuccino	LL	Lavender Latte	AuL - Au Lait		JET	Jet Black	CCI	Cream City Ice
M	Mocha	Seasonal:		OD - Overdrive		IT	Iced Tea		
AM	Americano	Seasonal:							

*Although iced drinks can be distinguished by the SCC cup we use (hot cup for hot drinks and cold cup for iced drinks), it is important to still use the "I" before the drink markings. Why you ask? In the event that a customer wants a drink in their own cup, that will let the barista know what type of drink they want (hot/cold).

Cup Marking Practice Sheet

This sheet is a practice tool for you to learn our system of cup marking. Ask your café coach for five different drink orders and mark each column of boxes with the appropriate notations. Have your café coach check your work when you have finished. HAVE FUN!

Decaf



Decaf



Decaf



Decaf



Decaf



Shots



Shots



Shots



Shots



Shots



Milk



Milk



Milk



Milk



Milk



Syrup



Syrup



Syrup



Syrup



Syrup



Custom



Custom



Custom



Custom



Custom



Drink



Drink



Drink



Drink



Drink



Drink calling is the verbal half of accurately taking and filling customer orders. Drink calling assures that the register person has taken the order correctly. When called out loud, the customer can hear their order. Drink calling also informs the barista what beverages are coming next. When the barista hears the order, the barista will call it back to the register person.

- It is always necessary to use drink calling.
- The drink is called to the barista by the register person and the barista must call it back. The drink call should be audible both ways. The register person's responsibility is to be sure the barista heard the correct drink.
- For efficiency reasons, it is not acceptable for two staff members to bounce from the register to the bar and vice versa. Ideally, the barista will stay on the bar from beginning to end of their shift; preferably scheduled by shift.
- The register person preps syrups for bar drinks, Americanos (puts hot water in the cup), Overdrives & Au Lait (puts COD in the cup). Register person, please be sure to weigh out squeeze bottle syrups for consistency.
- The register person asks the customer if they would like room for cream in Americanos and Overdrives to determine how high to fill the cup up with hot water/COD.
- The register person monitors mobile orders and calls them out as they come in.

DEFAULTS

Defaults in drink calling (meaning you assume these things and they need not be called if correct). There is no need to ask what kind of milk the customer would like or if their drink is for here or to go. The goal is for us to be efficient and not overload the customer with questions.

Item	Default
Number of drinks	1
Caffeinated or Decaf	Caffeinated
Number of Shots	2
Milk	Whole
Mochas	No Whip
Here/to go	To go

CALLING: BREW BAR

For Brew Bar drinks, it is most important to observe the flow of orders at the espresso bar. If the barista is preoccupied and the register staff is free, the register staff may simply take over brewing the order. However, it is essential to check if the barista wants to take the order.

- The order of calling: brew method, coffee of choice, name of the customer.
- The order slip must go in line with all previous orders.
- The register staff may prepare the order by rinsing filters and heating brew vessels with hot water.

CALLING: ESPRESSO BAR

Order of drink calling. The following list is the order in which drinks should be called.

1. # of drinks
2. Size
3. Decaf
4. Shots (when different from the standard)
5. Milk
6. Flavoring
7. Customizer*
8. Drink Name
9. For Here
10. Customer Name

*The customizer is anything that doesn't fit under any particular category. For example: room for cream, with whipped cream, easy whipped cream, extra whipped cream, light foam, dry, wet, not so hot, extra hot, specified temperature (120), pack of equal (sweet and low or sugar in the raw), light mocha, extra mocha, honey, extra ice, double cup, etc.

When calling an iced drink, remember the drink name *is* Iced Mocha, Iced Latte, etc.

EXAMPLES

A customer orders a large latte with skim milk in a paper cup.

Called as: Large skim Latte.

A mobile order prints up for a large latte to go.

Called as: We have a mobile order for a Large Latte.

A customer orders a hazelnut latte with skim for here.

Called as: Skim hazelnut Latte for here.

A customer orders two small soy milk mochas, with a shot of hazelnut and light chocolate for here.

Called as: 2 small soy hazelnut easy-mocha Mochas for here.

A customer orders 3 Frozen Vanilla Lattes with extra vanilla and decaf in the large size.

Called as: 3 large decaf extra vanilla Frozen Vanilla Lattes.

A customer orders a large mocha with whipped cream and three shots.

Called as: Large three shot with whip Mocha.

REMINDER

1. # of drinks
2. Size
3. Decaf.
4. Shots (when different from the standard)
5. Milk
6. Flavoring
7. Customizer*
8. Drink Name
9. For here
10. Customer Name

PRACTICE:

Please repeat each order in the CORRECT order. You will get more practice with this in the cup marking section as well.

- 1) A customer orders a vanilla decaf latte with skim milk in a small cup to go

Called as: _____

- 2) A customer orders 4 medium not so hot mochas with 2% milk, extra chocolate, and whipped cream for here.

Called as: _____

- 3) A mobile order for one whole milk latte to go small size.

Called as: _____

- 4) A customer orders 2 Americanos, large size with room for cream and decaf.

Called as: _____

- 5) A customer orders one medium caramel mocha with extra whip and 4 shots to go.

Called as: _____

- 6) A customer orders three caffeinated skim vanilla lattes, all large size.

Called as: _____

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

GENERAL

- We use the Square App on iPads as our POS system.
- We use KYOO powered by Square as our Stone Creek Coffee Mobile App.
- You will receive a POS login number as part of your New Hire Onboarding. Typically, this is the last 4 digits of your social security number. This number must be used to clock in and out on the POS.
- All items have their own keys. Some are embedded by category. Learn where each café product offering resides for the most efficient service of the customer.
- Accuracy is very important when ringing in a customer's order. Customers take money and payment very seriously. If a transaction is rung through that is not accurate to what was actually purchased a customer may gain an inaccurate impression of our pricing and its fairness.
- Accuracy when it comes to food items is even more important as our bakery is managed by a computerized system. When items are sold or not sold, a computer is keeping track to monitor theft as well as appropriate amounts to order. This system can only stay accurate so long as items are rung in accurately. Do not ring in a monkey danish when a customer ordered a seasonal danish. Even if the items are the same price, this will harm the computerized ordering system.

CONNECTING TO IPAD STAND

1. Turn the iPad on side so that the power socket is to your right.
2. Slide the iPad into the stand so that the power socket fits into the power dock.
3. Push in button on lower left side of the stand screen to secure iPad in stand.
4. Turn on the power button on the right side of the iPad screen.
5. Register app should automatically open.
6. If the app was signed out at the end of night, hit the 'sign in' button.
7. At top right of screen, select Use Device Code.
8. Enter device code provided by the Accounting Team.

CLOCKING INTO PAYCOR

1. To clock in, open the Safari app on the iPad. There should always be a tab open for Paycor Time
2. Enter your 4 digit code provided to you during new hire onboarding under "badge number"
3. Enter **1234** under "PIN number"
4. Screen will say "You have successfully created a work punch".
5. Return to Square app.

CLOCKING OUT/IN FOR BREAKS ON PAYCOR

1. To clock in, hit the Time Clock button at top left of the screen after logging in to register App.
2. Select "Break" button
3. Enter your 4 digit code provided to you during new hire onboarding.
4. Select "Start Break" or "End Break"
5. Hit Back to Register button.

USING REGISTER WITHOUT CLOCKING IN

Since we use Paycor to track your hours and not Square, you will not need to clock into Square to use the terminal. Simply Log in to use the POS.

1. Enter your 4 digit code on main screen once logged into Square App.
2. Select Continue to Register Without Clocking In.

HOW TO START THE DRAWER FOR THE DAY – AT OPEN

1. Before you can start any transactions for the day, you will be prompted to start the drawer. You can do this two ways:
 - a. By selecting any button on the menu as if you are starting to ring in a transaction, a screen will pop up with starting cash, which should always be \$250.00. If your starting cash is different than \$250.00 (meaning the drawer did not count down properly), enter in the correct starting cash by simply tapping your finger on the \$250 dollar amount on the screen. A keypad will pop up, enter in the correct starting cash and hit start drawer, hit again to confirm start drawer.
 - b. Hit blue button on far bottom left of the screen, select Reports from the menu bar, select current drawer, \$250.00 starting cash will automatically generate. Again, if it is different, enter correct amount and hit start drawer, hit again to confirm start drawer. Hit blue button on far bottom left of screen, select Register from menu bar.

FAMILIARIZE YOURSELF WITH THE SQUARE MENU BOARD

1. Tabs can be found at the bottom of the register screen: Drinks, Food, Beans, Merch, Complete Item List (Library), Custom Sale tab that will take you to custom sale screen if needed, Cashier on Duty. You will also see a blue square tab on the far bottom left side of the screen. This tab will open up a side screen of different options you may need to access.
2. Look through each tab to acquaint yourself with categories and items on each tab screen.
3. You will see a Discount button on the bottom right of each tabs grid. This will have a complete list of discounts available to apply to sales.
4. On the right hand side of the screen, you will see a blank box that says “No Sale” at the top, and “Tickets” and “Charge” at the bottom. This is where a customer’s items will generate as you are ringing up their transaction.
5. How to navigate through the menu:
 - a. For Drinks:
 - i. Select Drink tab at the bottom of the screen.
 - ii. Select desired drink button.
 - iii. Screen will pop up with all items under selected category.
 - iv. Select specific item desired.
 - v. Screen will pop up where you can make your size selections, add any modifiers such as soy or almond milk, add any notes about the transaction, select quantity, show tax applied and discounts available.
 - vi. Starting at the top, select size, swipe up on screen with finger to scroll to quantity section. Hit the + sign to make quantity 2 (if desiring more than 1). Hit add button at top left of screen. Items will generate in customer ticket box.

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

- vii. If after the drink is rung in, a customer wants to add a modifier, tap finger on items on the customer ticket, under drink modifiers select Add Almond Milk, hit Save at top left of screen.
- b. For Beans:
 - i. Select 'Beans' tab.
 - ii. Select bean size button on screen.
 - iii. Select desired line of coffee.
 - iv. Select desired coffee type.
 - v. Under notes and quantity section, hit + to make quantity 2 (if desiring more than 1).
 - vi. Hit add button at top right of screen.
 - vii. If after the item is rung in, the customer changes their mind and only wants 1, tap finger on item listed in customer's ticket, hit - to decrease quantity to 1. Hit Save button on top right of screen.
 - viii. To delete an item that a customer doesn't want anymore:
 1. Hit the dropdown arrow at top right of customer ticket box and select Clear New Items.
 2. Slide finger to the left across the item. A red delete button will appear to the right of the item. Hit Delete to clear item. This option works best if a customer has multiple different items on their ticket and only wants to remove one thing from their order.

KEYS / MENUS - Drinks

- All drinks are found under the Drink menu.
- Customers are welcome to customize their drinks just how they like it. This can include an alternative milk, a milk amount larger than 2 oz, steamed milk, adding syrup, extra espresso, etc.
- When a customer adds extra espresso to a drink, press the Add Espresso key. NOTE: This additional cost is for 2 shots. If a customer wants only 1 extra shot, they will still be charged for 2 shots in the register.
- For different milks or added syrup, select from the following options and the customer will be charged accordingly:
 - Press the Add Steamed Soy Milk, Add Steamed Almond Milk, Add Steamed Half & Half, Add Steamed Dairy Milk, Add +2 oz cold Soy Milk, Add +2 oz cold Almond Milk, Add +2 oz Cold Half & Half according to their specific milk request. Less than 2oz of cold milk will be free.
 - If a customer orders a drink made "Brève", brève is a drink made with half and half.
 - Press Add Syrup if the customer would like syrup in their drink. (Please see below for more information on when to charge for syrup).
- Cup of Milk or Soy/Almond Milk: If a customer wants a whole cup of soy/almond milk, ring it up using the appropriate size Milk button and the Add Soy Milk/Breve/Almond Milk button. NOTE: If a customer requests a creamer amount of Soy, Almond, or any other type of milk that is cold

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

in their drip coffee, do not charge them for it if it is less than 2oz. If a customer requests steamed milk as a creamer in their drip coffee, please charge them for an Au Lait, as now the espresso bar person is working on their drink.

- NOTE: In the POS, the “Cappuccino” button is only used for Traditional Cappuccinos (6oz single shot). If a customer wants to purchase a larger size (Ex: Medium Cappuccino), ring it up as a Latte (in this case, a Medium Latte). This drink will come with 2 shots of espresso.
- NOTE: There are certain circumstances where customers should and should not be charged for adding syrup to their drinks. Be sure that you understand when and when not to charge for syrups. Clarify with your Café Coach if you have questions.
 - Charge for “Add Syrup”: \$0.75 added charge
 - In a latte/specialty drink (Ex: any drink other than just drip coffee, including Overdrive and Au Lait).
 - If a 2nd syrup is requested in a drink (Ex: caramel mocha - ring up Mocha & Add Syrup).
 - No “Add Syrup Charge”: FREE IN DRINK
 - In a drip coffee.
 - If requesting extra of the same syrup (Ex: mocha with extra mocha - ring up as Mocha).
- If a customer brings in their own mug or reuses a drink tray for two or more beverages, a \$0.15 discount is given.
 1. Ring in the drink.
 2. Hit Discount key.
 3. Hit Bring Mug button.

KEYS / MENUS - Beans

- All coffee is found under the Beans menu.
- Select the category of the size of the coffee being purchased (1LB, 5LB, Box Sets, or 1/2LB), then choose the specific coffee.
- Empty prepack bags are available for purchase. If you want to purchase one, Custom Sale Keypad menu button and enter \$0.50. Then click on the Custom Amount on right side of screen. Enter in the notes section “Empty PP Bag”. If purchased by an employee, click the Employee Discount button.
- If a customer brings in their own bag to be filled/reuses a zip bag, a discount will be added according to the following:
 1. Ring in the coffee/LBS desired
 2. Hit Discounts key
 3. Hit Bring 1lb Bag/Bring 5lb Bag button
- NOTE: Bags cannot be combined for a greater discount on one bag, unless all bags are being refilled.

COUPONS & DISCOUNTS

- Coupon/Discount Keys: Please see “Policies, Procedures & Benefits” and “Cafe Operations & Expectations” sections for more in depth information on coupons and discounts. These

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

discounts can be found under the Discounts button and/or embedded within each item rung up.

1. 10% Discount (Ex: neighborhood discounts)
 - Neighborhood discount applies to people working for businesses on the same block/in the same complex as the café. Consult with your Café Coach for a list of neighborhood businesses that visit your café and get this discount.
 - On occasion, there may be times when we have a special promotion and offer 10% off on items. In this event, you may use this button to get the sale price.
2. 40% Employee Discount
 - Reminder: Employee 40% discount may not be extended to relatives, friends, etc. while you are behind the counter.
 - On occasion, there may be times when we have a special promotion and offer 40% off on items. In this event, you may use this button to get the sale price.
3. Other Coupon (Ex: Gift card promotion and other special promos)
 - A specific amount can be deducted from the item amount.
4. Free Drink with Beans (Ex: redeeming a free 12oz latte with purchase of beans)
 - Free beverage redeemed at the time of 1lb bean purchase worth up to \$3.75 value.
 - i. These beverages include coffee based beverages, teas (including hot chai), hot chocolate, and steamers but do not include smoothies or bottled beverages.
 - ii. This discount is limited to one per transaction, regardless of the number of pounds purchased. e.g. A customer purchases 2lbs of coffee, they are only eligible for one free latte, not two.
 - If they don't use it at the time of purchase, they lose it.
5. Employee Bean (See "Policies, Procedures & Benefits" section for more details)
 - Free weekly bean mark-out for SCC employees.
6. Shift Drink (See "Policies, Procedures & Benefits" section for more details)
 - Free coffee based beverage during your shift.
7. House Charge (Ex: Applicants coming to a group interview)
 - Free drink or item. This is only to be used if instructed by your Café Coach.
8. GC Promo (Ex: This is only to be used during the gift card promotions)
 - The amount discounted during these sales.

- NOTE: There are several types of coupons that SCC accepts. Please read each coupon handed to you thoroughly and follow the instructions listed on it. Keep any coupons redeemed and, if applicable, staple the receipt to it. Have your Café Coach explain the different coupon types and where to keep them in the drawer once redeemed. See section below on how to redeem coupons.

HOW TO APPLY DISCOUNTS

1. To apply a discount to a sale, tap the Discounts button at the bottom right of the grid in each tab.
2. Select the discount you wish to apply to the sale.
3. After you apply a discount, you will see the discount applied as a line item within the current sale section of the screen.

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

4. Note that the discount tag icon will display next to any items that have a discount applied to them. If needed, you can apply multiple discounts to an entire sale. At any time, you can tap on the discounts line item within your current sale to view all of the discounts applied to that particular sale.
5. If there are items you wish to un-apply a discount to, tap the item on the ticket, scroll down to the discount section and tap the toggle switch to turn discount off for that item.
6. Tap Save.
7. NOTE: For any dollar amount discounts, select the corresponding discount then enter the dollar amount to be discounted. All discounts will have a description of the MAXIMUM dollar amount to be discounted in the title.
8. Example of Dollar Amount Discount Sale:
 - o Customer buys a pound of coffee and brings in their own bag. They would also like to redeem their free drink for purchasing the beans. They would like to just have a large coffee as their drink, which is \$2.75.
 - Ring up the beans and the large coffee.
 - Then tap the Discount button.
 - Tap the Bring 1lb Bag - \$0.50 discount and enter in the amount of \$0.50 on the screen.
 - Then tap the Discount button again.
 - Tap the Free Drink w/ Beans – up to \$3.75 discount and enter \$2.50
 - The total discount amount that will show on the customer ticket is \$3.00 (the 2 discount totals combined)
1. Example of Percentage Discount Sale:
 - o Customer purchases a 12oz latte and gets the neighborhood 10% discount.
 - On the Drink tab, select the Latte button.
 - Then select Latte again.
 - Within the next screen select 12oz option.
 - Then using your finger scroll down to Discount section.
 - Select 10% Discount by tapping the toggle switch (blue means discount is applied).
 - Tap Add button at top right of screen.

HOW TO APPLY THE CONDITIONAL SALES TAX PROPERLY

1. There will be three options for you to select from. One must be selected before selecting a payment type.
 - To Go: This is the default setting and will be applied to the transaction if not adjusted. Please select this option when both beverage and food orders are “To Go”
 - To Go - Heated: Swipe right twice to select this option - Please select this option if a food order is heated and “To Go”. This does not apply to beverages.
 - For Here: Swipe right once to select this option. This setting is used for any “For Here” food (heated or room temp) or “For Here” beverage orders. So, if either the food order is “For Here” or the beverage order is “For Here” please select the “For Here” option.

HOW TO REDEEM A COUPON:

1. Ring in all items on transaction.

2. Go to the Discounts menu
3. Click Other Coupon button
4. Enter in the coupon amount.
5. The dollar amount discount will be taken off of your transaction total.
6. Print coupon receipts and staple them (if applicable) to the coupon used.
7. Put coupon and/or receipt in the drawer for your Café Coach.

COFFEE GEEK REWARDS

Stone Creek Coffee used to use a punch card system to track customer's free drinks and beans. We have since launched digital rewards and no longer use the punch cards. At times customers may not be familiar with this system. Please review the Coffee Geek Rewards information below to help you navigate this system and help you guide customers.

ENROLLING A CUSTOMER IN COFFEE GEEK REWARDS:

1. At any point during a transaction, if a customer has brought in punch cards and does not yet have a digital rewards account, click "ADD CUSTOMER TO SALE"
2. Select "CREATE NEW CUSTOMER"
3. Enter the customer's
 - a. First & Last Name
 - b. Phone Number (xxx-xxx-xxxx)
 - c. Email Address
4. Click "Save"
5. Success - you're done! Your customer is ready to earn Coffee Geek Rewards!

CONVERTING CUSTOMER PUNCH CARDS INTO COFFEE GEEK REWARDS POINTS

1. Drink Cards
 - a. When customers turn in their physical drink card, with any amount of punches, they'll receive a free barista crafted beverage when they sign up on digital loyalty.
 - i. If a customer has multiple drink punch cards they wish to trade in for points, during this period, manually add
 - 120 points for each full punch card (both sides filled up),
 - 60 points for ½ full punch card (1 side filled up) or
 - 5 points per individual drink punch.
2. 1# Bean Cards
 - a. When customers bring in their physical 1# bean card, baristas will add 20 points per punch to a customer's loyalty account
 - 480 points for a full punch card (both sides filled up)
 - 240 points for a ½ full punch card (1 side filled up) or
 - 20 points per individual punch
3. 5# Bean Cards
 - a. When customers bring in their physical 5# bean card, baristas will add 70 points per punch to a customer's loyalty account
 - 700 points for a full punch card (both sides filled up)
 - 350 points for a ½ full punch card (1 side filled up) or
 - 70 points per individual punch

HOW TO MANUALLY ADD POINTS TO AN ACCOUNT:

1. From the Square menu (bottom left) select “Customers”
2. Enter the customer’s phone number
3. Select “More” (ellipsis - top right)
4. Select “Adjust Loyalty Status”
5. Add points as applicable

EXPLAINING COFFEE GEEK REWARDS:

1. It’s like a digital punch-card. We just need your name, email address, & phone number. We don’t sell information. It just helps make sure it’s you.”
2. We’ll send you text messages and emails to tell you about coffee launches, drink launches and special discounts. You can opt out of these at any time if you don’t want to receive those communications.
3. You’ll also receive the Coffee Geek Report which has all kinds of great info on things going on in and around SCC - what we’re working on, like coffee stories, Brewing Change, and other exciting stuff!
4. “Where is my data being held?” On Square’s Secure Servers. Neither Square nor SCC will sell or share your information to third parties.
5. “I don’t want to sign up, I want to keep using my punch card.”
 - a. Ok, got it! Unfortunately we no longer accept punch cards - let me know if you change your mind! I’d be glad to help you get set up so you can keep earning free drinks and beans.

TO ACCRUE REWARDS POINTS ON A SALE

1. At any point during the transaction - Enter the customer’s [name, phone number, or email] by clicking “Add Customer” on the top right of your register screen
 - a. You will see the customer’s name on their rewards account if they are enrolled in Coffee Geek Rewards
2. From this screen you will see all the points the customer has earned through Coffee Geek Rewards
 - a. Note: The customer must be enrolled in Coffee Geek Rewards to redeem points
3. At the top right of the screen you’ll now see the customer’s name is added to the transaction.
 - a. Since you are in their account, the eligible purchases they make (beans and drinks) will earn points on their account.
4. MERGING MULTIPLE PROFILES:
 - a. See section on “Merging Accounts/From Another Account” below

TO REDEEM REWARDS:

1. At any point during the transaction (before the payment screen) enter the customer’s phone number [or email]
 - a. At the top right of the screen in the beginning of the transaction click “Add Customer”
 - b. At any point during the transaction click the “Loyalty - Add Customer to Claim”
2. Enter the customer’s phone number [or email] to redeem their points
 - a. If a customer has rewards available, you’ll see “Rewards Available” after the tax amount

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

- i. Inform the customer how many points they have and what kind of reward they can redeem for
 - ii.
3. The customer can redeem
 - a. 40 points: free drip up to 20oz, including Modifiers
 - b. 75 points: ANY free latte, Cold Brew, Tea Beverage, Brewed To Order, including Modifiers
 - c. 200 points: Free 1 pound coffee (Excluding Reserve coffees)
4. Select the reward the customer wants to redeem
5. Select “Add to cart” to add the eligible item to the order
6. Complete the transaction.
 - a. Once you’ve completed the transaction, the customer’s new Rewards Points total will be visible on the final screen (after Receipt screen)

MOBILE CUSTOMERS

1. Sign up for digital loyalty from the app
 - a. On the checkout screen (Cart), customers will be prompted to enter their phone number
 - b. If the customer is enrolled in Coffee Geek Rewards, their order will be automatically linked to their account and they can redeem points in their cart!
 - c. If a customer is not enrolled in Coffee Geek Rewards, they will become auto-enrolled when they enter their phone number, verify it, and enter their email from their cart.
2. How to redeem points on app
 - a. Customers who have points available to redeem can do so right from checkout - Kyoo will display
 - i. how many points are earned on their purchase
 - ii. how many points are available to them
 - iii. which rewards are available for redemption today

REDEEMING REWARDS DURING TRANSACTION

1. At any time during the transaction, add the customer’s account to the transaction by entering their phone number.
 - a. At the bottom of the transaction screen you’ll see “Loyalty - Rewards Available.”
2. Select “Loyalty” to view the rewards available to the customer.
3. Let the customer know what they can redeem for today: Free Drip, Free Latte, or Free Beans
 - a. If the customer has enough points to redeem multiple items, adjust the quantity of drips/lattes/beans.
4. NOTE: if the customer wants to redeem their points for an item that’s not already in the cart, you’ll see a prompt “No Applicable Items in the Cart.”
 - a. Select either “Cancel” or “Add Item.”

MERGING ACCOUNTS/TRANSFERRING POINTS FROM ANOTHER ACCOUNT

1. What if the customer has multiple profiles?
 - a. Note: Our goal is to ensure each customer has one profile with their phone number attached. Merging duplicate accounts is easy!
2. From the Square menu (bottom left) select “Customers”
3. Search by Customer Name: identify duplicate profiles

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

- a. Verify the customer's phone number, if a phone number is available on one of the profiles
4. Select the preferred profile - the one that has the most information already - this will be the main profile that you'll merge other duplicate profile(s) into
5. Select "More" (ellipsis - top right)
6. Select "Merge Customer"
7. Enter the Name, Phone Number or Email of the customer info you wish to merge with the current (duplicate) customer profile
8. Choose the duplicate profile you wish to merge into the customer's main profile
9. Click "Merge"
10. You're done! The customer is all squared away with one profile instead of duplicates, and all their Coffee Geek Rewards will be in one place.

CUSTOMER NOTES:

1. On the payment screen the customer can see how many points they earned with their purchase
2. On the customer's receipt the customer can see how many points they earned with their purchase
3. Check a customer's points total:
 - a. From the transaction screen:
 - i. Enter the customer's phone number on the "Add Customer" screen
 - ii. View the customer's points total
 - b. From the "Menu >> Customers" Tab
 - i. Select the Menu icon from the lower left of the screen
 - ii. Select the "Customers" tab
 1. Enter the customer's phone number
 - iii. From here you can view the customer's profile including phone number, email, points total and available rewards
 - c. At the end of a transaction - after receipt screen
 - i. As long as the customer has been added to the transaction, their total points & points earned will show on the final screen (after receipt screen)
4. Customer questions:
 - a. What is the "Kyoo Service Charge" note on my receipt? What is this?
 - i. The Kyoo Service Charge is \$0.25 per transaction
 - ii. This is *per transaction* instead of *per item!*
 1. In our previous app, PoppinPay, service charges were assessed by item. This means if a customer purchases multiple items, multiple service fees are no longer included - just a single service fee for \$0.25 per transaction.
 - b. "How'd you get my info already?"
 - i. Many credit card companies and banks share basic info, like name, email, and phone number with Square when you make purchases. You can opt in or out of info sharing with your credit card company or bank.
 - c. Oh, I think my spouse/partner has a loyalty account - just put my points on theirs
 - i. No problem! You can add points to another individual's account by clicking "Add Customer" and adding the transaction points to their account instead.

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

- d. Hm, I'm not sure! I think I might have signed up ...
 - i. No problem! I'm happy to check for you - I'll just need to enter your phone number.
 - 1. No account found? Follow the steps for signing a customer up for Coffee Geek Rewards in the "AT THE REGISTER" section!
 - e. Why can't I earn points on food?
 - i. We endeavored to build our digital rewards program as close to our old (punch card) rewards program as possible.
 - ii. Some cafes have different food programs, and we want rewards to be consistent for all customers across all of our cafes
 - f. I like using a punch card so I can fill it up and then give it to my kid for their free coffee allowance
 - i. No problem! We can add points to their account manually or use their account for loyalty
 - g. Can I redeem my Free Latte reward points for a free latte coupon?
 - i. Sure! We do want to let you know that a free latte coupon is redeemable for any 12oz barista crafted beverage, whereas in Coffee Geek Rewards you can redeem for *any size*, any barista crafted beverage. However if you'd like we can "cash out" your free latte reward for a free latte coupon, no problem.
5. How do we make this Remarkable for our customers?
- a. ALWAYS - 7th step - ask customers their phone number to add the transaction to their Coffee Geek Rewards account.
 - b. ALWAYS notify customers that they have rewards available & as much as possible let them know how close they are to rewards!
 - c. ALWAYS Speak Up to your Cafe Coach and Karen S with questions, please share your feedback and the feedback you're hearing from customers.
1. DAILY PASTRY
- a. All daily pastry items will be available on the app and in person!
2. MULTI-DAY and/or PACKAGED SNACK ITEMS
- a. All pastry items, including multi-day and packaged items will be available on the app and in person!
 - b. **These items will need to be verified at close.** Instead of "turning off" multi-day or packaged items - we will check them against Square inventory at the end of each day.
 - c. Estimated Time to complete PM Pastry Check: 5 minutes total
 - i. PRO TIP: Order up on packaged foods on fewer, consistent days to make this even easier
3. TO VERIFY SNACKS AT CLOSE:
- a. ADD/SUBTRACT ITEM QUANTITIES IN SQUARE:
 - i. Click the Menu Button (Lower Right)
 - ii. Click Items
 - iii. Click Categories
 - 1. Filter by "(6)" - this is the Bakery Category
 - iv. Select the Category - e.g. (6) Packaged SCC

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

- v. Select the Item
- vi. Scroll down to Stock; Click on Stock
- vii. Select Stock Received
- viii. Enter quantity received
- ix. Click DONE
- x. Click SAVE

OTHER KEYS

- Library menu button: You can search any item within this category

RETURNS/ EXCHANGES - DO NOT REFUND ANYTHING WITHOUT A RECEIPT!

Similarly, if a customer is not satisfied with a product they may exchange it for another product of equal or lesser value, only if there is a receipt.

- Exchanges: If a customer is exchanging a hardware item for an identical item, please do a refund in the POS (see below) and then ring up the identical product. This will even out the price, but creates a receipt that can be printed and given to your Café Coach. If the item can be resold, please stock back on shelf. If the item is faulty, please mark out the faulty item in the Miscellaneous Markout Sheet. Let your Café Coach know what the problem was by writing a note on the back of the receipt and leaving the item on their desk.
- Return Policy: Stone Creek Coffee only accepts refunds if the customer has a receipt. Please DO NOT refund an item that is not accompanied by a receipt. Please make sure that you are printing receipts for all beans and merchandise being sold, in the event it will be returned.
- If a customer would like a cash refund for a faulty hardware item, a receipt MUST accompany the item.
- If a customer is unhappy with our return policy, please have them contact the Factory at (414) 270-1008 or email customers@stonecreekcoffee.com.
- Mobile Order Refunds - Customers who order items we are out of, through the mobile app must be called and asked if a replacement can be made. You will not be able to edit the mobile order ticket. You will have to refund the customer for the item you no longer have, and if a replacement is requested, ask the customer to order the item through the app so the customer can be properly charged. Alternatively, if the customer does not choose to place the order and pay for it, you can type the item into the register and coupon the item off so it gets recorded in the system.

HOW TO ISSUE A REFUND

NOTE: This is only allowed when a purchase is accompanied by a receipt.

1. To issue you a refund, tap the blue tab on the far bottom left of the screen.
2. Select Activity to open up all recent transactions.
3. You can search for the transaction you wish to refund by receipt number, card number or by swiping the customer's credit card or gift card.

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

4. Select transaction to refund.
5. Tap Issue Refund button on screen.
6. Enter the amount to be refunded if it is different than the entire transaction total (ex: customer only returns one item out of the 4 they bought. Enter that returned items total in the amount to be refunded section).
7. Select the reason for the refund.
8. Tap the blue refund button at the top right of screen when ready to process the refund.
9. Please print a receipt from the refund transaction and staple to the returned item original receipt. Write details on the back explaining situation. Please give this to your Café Coach.

HOW TO ACCEPT PAYMENT VIA CREDIT CARD

1. Once you are ready to charge a customer for their order, select the Charge button at the bottom right of the customer ticket box.
2. If customer is paying via credit card, simply charge the card by swiping through front of iPad stand. You can swipe from either direction, just make sure the cards magnetic strip is facing down and being run through the swiper.
3. If card is not going through, you may also enter card number in manually, by tapping the box under Card on the checkout screen and typing in number. Please try to avoid doing this as we are charged a higher rate when cards are entered manually.
4. Customer will then be presented with the option to leave a tip (\$1, \$2, \$3 or a custom amount if they choose). To allow them to choose an option, swivel iPad stand to face customer.
5. Customer will also be able to choose if they would like a receipt printed.

HOW TO ACCEPT PAYMENT VIA CASH

1. Ring up customers items.
2. Tap Charge.
3. Tap the amount of cash given by your customer or tap Other Amount to enter a different amount. After entering an amount, tap Tender.
4. To complete the transaction, you can either print the customer a copy of their receipt or hit No Thanks.
5. You'll see the final confirmation screen after the transaction has been successfully completed.

HOW TO ACCEPT PAYMENT VIA GIFT CARD

1. Once you are ready to charge a customer for their order, select the Charge button at the bottom right of the customer ticket box.
2. If customer is paying via gift card, simply charge the card by swiping through front of iPad stand. You can swipe from either direction, just make sure the cards magnetic strip is facing down and being run through the swiper.
3. If card is not going through, you may also enter card number in manually, by tapping the box under Card on the checkout screen and typing in number. Please try to avoid doing this as we are charged a higher rate when cards are entered manually.
4. Customer will then be presented with the option to leave a tip (\$1, \$2, \$3 or a custom amount if they choose). To allow them to choose an option, swivel iPad stand to face customer.

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

5. Customer will also be able to choose if they would like a receipt printed.

HOW TO SPLIT TENDER (2 PAYMENT METHODS PER TRANSACTION)

1. Tap the Charge button.
2. Tap Split at the top-right of the screen.
3. Tap Add Cash, Add Card or Swipe, Add Gift Card or Swipe, or Add Other, and enter the amount you'd like to charge for the form of tender. NOTE: If customer is paying with cash and another type of tender, always enter cash amount in first.
4. If adding cash first, select the dollar amount on the screen. Enter in cash amount payment. Push Tender, select actual dollar amount given by customer, drawer will open. If cash needs to be given back, do so at this time. Either print a receipt or select No Thanks. Move on to remaining payment type and either charge card or gift card.
5. Tap Tender or Charge to process the payment.
6. Tap Done to return to the payment screen.
7. Continue processing the additional tender types until the entire sale has been completed.

HOW TO REISSUE A RECEIPT

1. Tap the blue button on far bottom left of main register screen.
2. Tap Activity from menu bar.
3. Search for the transaction for which you would like to print a receipt.
4. Tap Issue Receipt button.

HOW TO LOAD A GIFT CARD

1. Under the Merch tab on the main register screen, tap Gift Cards button.
2. Select the amount to add to the gift card. If you set up your gift card item without a price, enter the amount.
3. Swipe or enter the gift card number to activate it.
4. If you swipe the gift card, the amount will automatically load. If you manually enter the gift card number, tap Load.
5. To add additional items to the sale, tap the arrow to return to your item library or tap the keypad icon.
6. Tap Charge to complete the sale.
7. You can also check a cards balance, by tapping the Gift Card button on the register screen then tapping the Check Balance button. You can then either swipe the card or enter the number manually to retrieve the balance.
8. You can reload a gift card at any time – before or when the balance reaches \$0. You can also clear a card's balance and reuse it for another customer.
9. The maximum value for a single gift card is \$1,000. You may not issue more than \$10,000 in gift cards to any single person in any one day.
10. NOTE: All gift card activations should be done as a separate transaction.

HOW TO DISCOUNT GIFT CARDS DURING GIFT CARD PROMO

NOTE: This is only to be used during gift card promotions.

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

1. Activate or increment a gift card as you normally would (see previous section) with the promo amount the customer chooses (Ex: \$30, \$100, \$190, \$325, \$700) .
2. Select the Discounts button.
3. Find the discount amount that corresponds with the amount that the gift card with activated (Ex: customer bought the \$100 gift card, but will only pay \$80, you would select the discount button GC Promo \$100 and the \$20.00 will be taken off the customer's transaction total).

HOW TO ENTER A CUSTOM SALE

1. From the Square App, tap the keypad icon in the navigation bar.
2. Enter a custom amount.
3. Tap the orange + icon to add a separate custom item to the sale, or tap Current Sale and select the sale amount to adjust the quantity, taxes, discounts, and add a note.
4. Swipe your customer's card when you're ready to check out. If you're manually entering this payment, tap the back arrow and the X icon to get back to the Charge screen.
5. Tap Charge to manually enter your customer's card information or select a different payment method.
6. Allow your customer to sign, tip, and select their receipt delivery preference.

HOW TO DO A PAID OUT

NOTE: You only should do a paid out in the event your Café Coach asks you to perform one.

1. Remove money from the drawer and make purchase. You must keep your receipt.
2. Tap blue tab on far bottom left of main register screen
3. Select Reports from menu bar
4. Select Current Drawer from menu bar on left side of screen
5. Tap Pay In/Out
6. Enter amount of paid out, then a description for why the paid out was done.
7. Tap Pay Out button. Tap again to confirm
8. Return change from purchase, and put receipt with end of day reports.
9. This will show up on your end of day printed reports, so no need to print a separate receipt from the register.

CASH

- Cash handling: After a customer gives you a bill, place it on the tray while making change. After you have counted their change back to them put the money away. Place all bills face up and with the heads all facing the same direction.
- Check all large bills (\$50.00 and \$100.00 bills) with the counterfeit bill pen.

MERCHANDISE

- Press the Merch button to find all the hardware that SCC sells. Always give the customer a register receipt with the piece of hardware, in the event they need to return it or it is faulty.

HOW TO END A DRAWER SESSION – AT CLOSE

1. Tap blue tab on far bottom left of main register screen.
2. Select Reports from menu bar.
3. Select Current Drawer from menu bar on left side of screen.
4. Tap End Drawer.
5. Enter the total amount in the drawer.
6. Tap End Drawer, then Confirm End Drawer.
7. Take out Cash Sales amount as the deposit.
8. Keep Drawer Report receipt and put with deposit.

HOW TO RUN AND PRINT SALES REPORT – AT CLOSE

1. Tap blue tab on far bottom left of main register screen.
2. Tap Reports, then select Sales to see today's payment activity or tap Select Time Frame if payments weren't taken today or you wish to look up a different days sales.
3. To adjust the date of your report, tap the toggle icon at top left of the sales screen
4. Tap Custom button.
5. Select the date and time frame for the report. When running end of day report, start time should be 12:00am, End time 11:59pm of current day.
6. Make sure Show Items Details is off (toggle switch will be gray when turned off).
7. Select This Device Only.
8. Select All Employees.
9. Select Apply button at top right of the screen.
10. You will be taken back to Sales report screen. At the top left of the screen, select the printer icon to print the report on the receipt printer.

HOW TO REMOVE IPAD FROM STAND - AT CLOSE

1. Pull out small silver button on the lower left side of the stand display to unlock iPad from stand.
2. Press the eject button located on the backside of the iPad enclosure on the stand.
3. Gently remove the iPad.

WHERE TO STORE YOUR IPAD OVERNIGHT

1. iPads are expensive and fragile. In most cases, your iPad should remain secured in its stand overnight to charge, and to reduce the opportunity for the iPad to be dropped/damaged/broken. Please confirm appropriate closing register protocols with your cafe coach.
2. If your cafe must remove the iPad from its stand: Always store your iPad securely in the backroom of your café. Your iPad should be locked in a cabinet that only staff has access to

POS REVIEW GUIDE

Discuss with your Café Coach how you would ring in each transaction below.

- _____ 1. Medium Latte to go
_____ 2. Large Blended Vanilla

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

- _____ 3. 1lb of Seasonal Blend
- _____ 4. Bottled Water
- _____ 5. Employee buys soy milk for their 8oz latte
- _____ 6. Earl Grey Tea to go
- _____ 7. Employee buys a prepack bag of GBE
- _____ 8. Small Caramel Latte and a toasted bagel
- _____ 9. Orange Juice
- _____ 10. \$10.00 Gift Card
- _____ 11. 20oz Boston Latte with extra espresso shot
- _____ 12. Hot Tea and a toasted danish for here
- _____ 13. 2nd Refill of Coffee
- _____ 14. Large Cappuccino
- _____ 15. Customer would like refund for faulty mug
- _____ 16. 12oz Mocha for here
- _____ 17. Employee buys a Large COD without their own mug 30 mins after their shift
- _____ 18. 16oz Caramel Steamer
- _____ 19. 1lb Cream City & 1lb of Seasonal Composition. Customer gets 1lb free because of bean card and would like their FREE Latte
- _____ 20. 20oz Mocha.....Customer changes mind, VOID the 20oz Mocha and ring in 16oz Mocha
- _____ 21. The customer would like a receipt for their purchase but it was not the previous transaction.
- _____ 22. Large Darker Roast Coffee

KYOO: SCC MOBILE APP

Notes: KYOO is powered by Square. Mobile Orders can only be received when Square is open at our cafe. Customers are able to place Mobile Orders during regular cafe operating hours, from 10 minutes before open to up to 10 minutes before closing time. Mobile Order Tickets are automatically printed 10 minutes before their pickup time. Each cafe is equipped with a dedicated Mobile Order Printer.

1. Register baristas will cupmark, prep and complete Mobile Orders in the order in which tickets are received.
2. If an in-person order and a Mobile Order are received at the same time, teams will prioritize the In-Person Order.
3. Mobile Orders received will print two tickets: one travels with the order (Customer Ticket), and one is kept for our records (Cafe Ticket).
4. Always attach the Mobile Customer Ticket to the top of the cup or the front of a handle bag with a lid sticker.
5. All cups will be marked "MO + Customer's Name" on the customer name line to indicate the item is for a Mobile Order.
6. Mobile Orders containing more than one drink will be staged in a drink carrier.
7. Mobile Orders containing any merchandise, or more than one bakery item, will be staged in a handle bag. "MO + Customer's Name" must be written on all cups and/or bags per each Mobile Order.

101_IN CAFE TRAINING
CASH REGISTER, GIFT CARDS & CREDIT CARDS

8. All Mobile Orders will be completely assembled and verified against their Mobile Order Ticket in the Staging Area.
9. Once a Mobile Order has been assembled and verified with a Customer Ticket attached, the order is moved to the Mobile Order Pickup Area.
10. Once the order is completed and verified, the Cafe Ticket is placed on the ticket stabber for later review if needed.
11. Mobile Orders must be prepared within 10 minutes of being received at the Mobile Printer.
12. Any Mobile Orders which are not picked up after 20 minutes should be removed from the Mobile Order Pickup Area.
13. Baristas will offer to remake beverages which have been sitting unclaimed for more than 20 minutes.

KYOO REVIEW GUIDE

Discuss with your Café Coach what actions you would take in each of the following scenarios.

- _____ 1. While taking an in-person order at the register, a Mobile Order is printed during your transaction.
- _____ 2. A customer arrives for their Mobile Order pickup, and states their order is incomplete.
- _____ 3. You prepare a Mobile Order, and half an hour later the customer has not arrived for pickup.
- _____ 4. You receive a Mobile Order for a pastry item that has sold out.
- _____ 5. Your cafe is sold out of Boneshaker beans, and you will not have more before tomorrow morning.
- _____ 6. You are completing Closing Pastry Tasks. What Mobile Order task do you need to complete?
- _____ 7. You are completing Opening Pastry Tasks. What Mobile Order task do you need to complete?
- _____ 8. Your Mobile Printer does not seem to be printing tickets.
- _____ 9. The cafe's WiFi is down.
- _____ 10. You receive customer feedback about our Mobile App Menu offerings.

101_IN CAFE TRAINING GIFT CARD GIVE BACK

SCC does the Gift Card Give Back (GCGB) approximately three times a year as an extension of our existing loyalty program. By having the customer budget their money ahead of time and investing in our company, they in turn get the value/benefits in the form of free money. We offer a lot of deals and discounts to our customers because we like them and want them to feel appreciated. I've had plenty of people seem impressed if not overwhelmed by the amount of discounts and incentives we offer. E.G. Buy a GC and get money on top. Use it to buy those beans, get a punch to earn a free pound and a free latte on top. This builds loyalty and wins fans!

Each customer who purchases a gift card is committed to spending money with us (and not our competitors) for weeks or months! Customers are more willing to purchase additional items, tip more generously, and come in more frequently when they have money on a gift card to spend. Chances are that they'll remain regulars even after their gift card runs out which leads to fans won!

The GCGB gives us guaranteed revenue that can be used to invest in the growth and future of our company like buying amazing new coffees, building new stores, and remodeling older ones!

HOW DO WE SELL GIFT CARDS:

- Start by building anticipation with your customers by talking about this give back weeks ahead of time. If the customers don't know it's coming they can't save a bulk of money to put on a GC. (e.g. - Tom you have \$45 left on your card, the sale is in December! Start saving for the big one!) Post the Countdown at least 1 week prior to the GCGB.
- Remind customers of the approaching end date to help keep GC sales afloat in the last week of sales.
- Marketing material: Make small chalkboard signs to bring awareness of the Promo. Place these on condiment areas, drink pick up, at tables, everywhere!
 - Attach chalkboards to both sides of our glass door using suction cups. Greeting them when they walk in, telling them "DON'T FORGET" on their way out!
 - It's effective to create new chalkboards throughout the giveback. A new sign attracts new attention and encourages customers to re-read it!
 - When someone's doesn't seem interested, give them one of the GCGB business cards! They'll find it in their pocket and will probably have more time to think about how much they can spend at once.
- Make it personal! Do not say the same thing to every customer. They pick up on that really quickly and will think we are treating them as a group rather than an individual customer.
- Employ (professional) humor! This sets our customers more at ease, and helps them feel that this is truly customer appreciation, and a way for us to take care of them. Tone is key, be mindful of any sarcasm or your general attitude. Customers want to buy from people who legitimately believe in the product as opposed to a sales pitch. With this in mind, keep the mood light and playful. Use humor effectively but never at the expense of the value of the promotion itself because that might work against the credibility or legitimacy of value.
- It helps to play off each other, too - if two people are on the floor, the barista can follow up with customer, "So, did *register person* tell you about our gift card give back?" This helps the customer who requires more information and keeps both the register and bar person engaged

101_IN CAFE TRAINING
GIFT CARD GIVE BACK

with our customer. If three people are on shift, the third person should support the register person as well by also engaging the customer. This is a team effort!

- Establish credibility by referencing your coworkers. “My team is going in on the \$700 one and splitting it 5 ways.” This shows the customer that you and your team are invested in the idea of the promotion. It also showcases that it can be split amongst co-workers/family members/friends.
- Don’t pick and choose who you think will want a gift card instead ask every customer, people surprise you! I sold a \$700 gift card to a woman I had never met before during her first week at her new job.
- Avoid yes/no questions instead have the customer explain why they aren’t taking advantage of the sale, because you may be able to ease their concerns if you know what they are.
- Assess a customer’s needs based on their transaction—if they are a small coffee a day buyer you can easily sell them on the \$100 or \$300 dollar increment. If they buy a latte and a pastry every day, the \$700 dollar one makes the most sense purely based on their average ticket sale. Help them do the math and emphasize the value they are getting out of the gift card! If your regulars ran out of money last time and they try and get the same increment, remind them and explain how they will save more money with this one, instead of reloading in between gift cards.
- Let the customer know they can track their card if lost if they record the number on the back of the gift card. Instruct them to take a picture or write it down in a safe place. This way we can transfer the remaining balance if the card is ever misplaced or lost.
- Be honest, this is a great deal for them!

NO CLEAR ANSWER//A GUIDE TO STELLAR CUSTOMER SERVICE

Here at Stone Creek Coffee, we are customer centric. This means that we not only strive to create the best customer experience around (#CreateRemarkableCare), but we also base our approach on the customer's perspective and feedback. The trick to building a world class customer experience is working to see things from their eyes. Even though you felt that you created Remarkable Care – did the customer feel the same? Although every circumstance is unique and can call for a different resolution, we want to ensure that our focus remains clear - The Customer. We will empower you to provide stellar customer service, and here is a tool to help. If you are not sure how to handle a situation, side with the customer and do your best to recover their experience before they leave. Free latte coupons are a great resource to assist with this recovery. Talk with your Café Coach, coworkers and the Director of Retail for other world class customer service ideas too. Additionally, the Customer Care Coordinator can always assist (414-270-1008)/(info@stonecreekcoffee.com).

SITUATION #1: The internet is not working and customer laptops are down.

- Notify your Café Coach & place an emergency maintenance request (See Maintenance Request Protocol in your café).
- Notify customers that the internet is down and that we are working on fixing it. Apologize to the customers for the inconvenience. Be genuine! If necessary, distribute a free latte coupon for their troubles.
- Ask the customer if they have cash. If they only have the cards and no cash– give them the drink for free. Tell them to “Get us next time”.
- DO NOT RESPOND WITH: “Our internet is down, come back later if you don't have cash.”
- NOTE: You are allowed to give away up to \$10.00 in product (coffee & pastry – not merchandise) to handle these unique situations.

SITUATION #2: A customer orders a drink and realizes that they forgot their wallet.

- Give the customer their drink for free. Tell them to “Get us next time”.
- NOTE: You are allowed to give away up to \$10.00 in product (coffee & pastry – not merchandise) to handle these unique situations.
- Notify your Café Coach of this situation.
- DO NOT RESPOND WITH: “Come back when you have your wallet.”

SITUATION #3: A customer dislikes their drink or pastry item or is unhappy with their experience.

- Apologize to the customer for their dissatisfaction. Be genuine!
- Try to remedy the situation immediately - offer to remake a drink or try a different pastry for free, no questions asked. (“I'm sorry that you didn't like your latte. Do you like chocolate? What if I made you a mocha? I want to make sure that you get a drink that you enjoy! It's on us today!”).
- If they do not want another drink in that moment, give them a free latte coupon for next time.
- Last resort: Offer a refund if they are unhappy with the other options given to them.
- Let them know that they can always contact info@stonecreekcoffee.com to provide further feedback.
- Notify your Café Coach of the situation.
- DO NOT RESPOND WITH: “Well, you should have known if you liked it before you ordered it.”

SITUATION #4: A customer drops or spills their drink.

- Remake the drink and give to the customer for free, no questions asked. (“Don’t worry; I will make you another latte on us!”).
- DO NOT RESPOND WITH: “We will have to charge you if I make another drink.”

SITUATION #5: A customer says an employee made them a promise but there is no documentation. Example: a “discount” you are unaware of, a free drink next time they were in, etc.

- First, it is important to document any of these instances, to avoid this situation with a customer. Make a note of the event and share this with your Cafe Coach right away.
- If it happens, get some more information from the customer (do they recall a name of the barista, a date that this occurred, the reason behind this?) Use your judgment, and when in doubt side with the customer. Did they say they’d be given a free drink? Give it to them! Explain to them that in the future, that card is only good for redeeming barista crafted beverages, up to \$4 value. (“What did the barista you spoke with mention to you? Ok, I can do that for you today!”).
- DO NOT RESPOND WITH: “No one told me this, so I can’t do it for you.”

SITUATION #6: Your café is out of a product.

- Notify your Café Coach immediately.
- Call around to other nearby cafés to see if you can borrow some of their product (don’t forget to fill out a Product Transfer Form).
- Have someone from your café pick up the product at another café (coordinated through your Café Coach).
- If a customer orders something that is out, apologize that you are out of the product. Let them know that you are in the process of getting more (because you should be!) and offer them something else instead (“I am sorry that we are out of the Mango Smoothie mix, we are in the process of getting more. Have you tried our Four Berry Smoothie? It is absolutely delicious. Can I interest you in trying that?”). Give them a free latte coupon for next time or their drink “on us” that time.
- DO NOT RESPOND WITH: “Sorry, we are out.”

SITUATION #7: You run out of a product after you have already rung through the transaction. Ex: Blueberry muffin.

- Apologize and let the customer know that unfortunately you were mistaken and are sold out for the day.
- First, offer other similar products instead. If necessary, give them a free latte coupon. (“I am sorry, but it looks like I was mistaken and we are actually already sold out of the blueberry muffins for today. Could I interest you in this other muffin? It is my favorite and I think that you’ll love it!”).
- Last Resort: Offer a refund to the customer and give them a free latte coupon for the inconvenience.
- DO NOT RESPOND WITH: “Oh, we are out of blueberry muffins.”

SITUATION #8: Your grinder stops working and you cannot grind beans for a customer as requested.

- Notify your Café Coach & place an emergency maintenance request (See Maintenance Request Protocol).
- Tell the customer that your grinder is down and apologize for the inconvenience. (“I am sorry, but our grinder is being fixed and we cannot use it to grind your beans, but if you visit any other SCC café, they will be more than happy to grind them up for you! Here is a free latte coupon for next time because of the inconvenience.”).
- Let them know that they can take their beans to any SCC location and it can be ground for them.
- Offer them a free latte coupon for the inconvenience.
- DO NOT RESPOND WITH: “Our grinder is broken, we can’t use it”.

SITUATION #9: Tech Service is in your café working on the espresso machine.

- Consult with Tech Service upon their arrival to determine what you can and cannot do and how long the fix will take. (Example: Are you able to still pull shots and steam milk even if they are working on the espresso bar?)
- If the bar is down and you cannot use it, notify the customer immediately that the espresso machine is being fixed and is not in operation. Tell them an expected time that it will be back up.
- If the customer was planning on ordering an espresso drink, apologize for the inconvenience and let the customer know what options are still available (Ex: cold brew, hot coffee, etc.)
- Tell them “It’s on us today!” In addition, give them a free latte coupon for next time. (“I am sorry, our espresso machine is being worked on, but have you tried our Cold Brew?”).
- DO NOT RESPOND WITH: “Our bar is broken; we can’t make that latte for you.”

SITUATION #10: You are scheduled to open and wake up late.

- Call the Café Coach IMMEDIATELY.
- Give them an estimated time that you can get in there by.
- Is there someone who comes in next? Call them and see if they can come in early.
- Get into the café as fast as you can.
- Open as fast as you can and distribute free latte coupons to any customers who were waiting or let them know that their drink “is on us today”. (“I apologize for the inconvenience of opening late. Your drink today is on us!”).
- Apologize for the inconvenience.
- Fill out a Late/Missed Shift card.
- DO NOT RESPOND WITH: “My alarm didn’t go off.”

SITUATION #11: A customer brings back beans that they bought but do not like.

- Apologize to the customer for their dissatisfaction.
- Talk to the customer and find out what they did not like about the beans.
- Try to gauge what you think they will like and recommend that coffee to them as a replacement.
- First, try to exchange the coffee for another type of coffee (they do not need to provide a receipt in this instance).

- Last Resort: If the customer has a receipt and does not want to try another coffee, give them a refund.
- DO NOT RESPOND WITH: “We can’t exchange open coffee bags.”

SITUATION #12: A customer brings back used merchandise that they bought but do not like.

- (Any returns of merchandise that is not used and is accompanied by a receipt can be handled in café).
- Apologize to the customer for their dissatisfaction.
- Mention that all used merchandise returns need to be performed by the Customer Care Team at the Factory. (“I am sorry that you did not like the French Press that you purchased. Because it has been used already, the return would need to go through our Customer Care Coordinator at the Factory. Here is her phone number; I know that she can help!”).
- Provide the customer with Customer Care Coordinator’s business card and let them know that the Customer Care Team can further assist them.
- DO NOT RESPOND WITH: “Too bad, you opened it and used it.”

SITUATION #13: A customer in line is on the phone and is not communicating their order to you.

- Do not be rude. Remember, we are customer centric.
- “Welcome to Stone Creek Coffee. I’d be happy to get you started, what drink can we make for you today?”
- DO NOT RESPOND WITH: “I can’t help you until you are off the phone”.

HOW TO DOCUMENT RETURNS, REFUNDS OR EXCHANGES IN THE POS:

Please consult with the “Cash Register, Gift Cards and Credit Cards” Section to perform these functions.

- Remember: all merchandise returns must be accompanied by a receipt! NOTE: if the customer does not have their physical receipt, but does have the card they used to purchase the product and they purchased the product *in your cafe*, you can look up their purchase history in your register under the “Transactions” section. If the initial purchase transaction occurred in your cafe, you’ll be able to reprint two receipts - one for the customer, and one for the cafe to keep in the register.
- For any item(s) that are being refunded, use the refund function in the register. NOTE: pay close attention to the method of payment you are using - payment method and refund method must be identical. Example: do not issue a CASH refund for products that were purchased with a card.
- For any item(s) that are being exchanged, use the refund function and then ring up the drink/pastry/beans that they are being exchanged with.
 - If these product(s) cost less than what was initially paid, give the customer the price difference per the POS refund transaction.
 - If the exchanged product(s) cost more than the original product(s) “Other Coupon” the cost difference up to \$3.00, bringing the customers total due to \$0.00.
- For any coffee or pastry item(s) that are just given away, ring up the item and “Other Coupon” the price. Keep in mind that you are allowed to give away up to \$10.00 in coffee/pastry products (not merchandise) to handle these unique situations.
- IT IS CRUCIAL THAT THERE IS A REGISTER RECEIPT PRINTED AND A NOTE WRITTEN ON THE BACK DETAILING THE SITUATION EVERY TIME. GIVE THIS RECEIPT TO THE CAFÉ COACH TO TURN IN WITH THEIR RECAP BINDER.

NOTE:

- If a customer is still unhappy with their experience, even after you have tried several customer centric options, have them email info@stonecreekcoffee.com or call 414-270-1008 to speak with our Customer Care Coordinator. What you can say: “I am very sorry that we weren’t able to make it right today. We want to make sure that we correct this situation. If you call our Customer Care Coordinator, I know that our Customer Care Team will be able to ensure that things are fixed.”
- Use your judgment! If you feel uncomfortable at any time because of an irate customer and/or think we are getting scammed, refer the customer to call our Customer Care Coordinator at 414-270-1008. What you can say: “I am sorry that you are still unhappy with your experience. If you call and speak with our Customer Care Coordinator, the Customer Care Team will be able to assist you further.”

FINAL THOUGHTS:

- Be the customer. View your café through their eyes. Does the condiment cart need restocking? Restock it before a customer needs to ask. Does the toilet look dirty? Clean it before the next customer uses it. Can you tell that a customer does not like their drink? Tell them that you can make something else before they even ask. By viewing the café in your customer’s eyes, you will win fans (which is your metric of focus and part of your role description!). A happy and satisfied customer will come back again and again. #BeUrgentToTheCustomer #CleanTheCorners #CreateRemarkableCare

101_IN CAFE TRAINING STONE CREEK BAKERY

Located in the Factory, the Stone Creek Bakery is a coffee-centric kitchen focused on creating baked goods that our customers can enjoy with their coffee. The Bakery works all day to prepare the café orders which are baked off in the evening and delivered to your café overnight in time for you and your early rising customers in the morning. The Bakery works 364 days a year in order to prepare scratch made pastries that are made daily for ideal freshness. Everything (including our bagels!) is made in house from scratch.

KITCHEN RESOURCE BOOK

Please review the Kitchen Resource book. Cover each bakery item currently offered and discuss the items with your coach. An ingredient list and nutrition fact sheet of each pastry item can be found in the Kitchen Resource Book. Please note: the Bakery is not a soy free/egg free/nut free/gluten free/dairy free/bee pollen free facility and cross contamination with these products is possible.

PASTRY BOXES

SCK pastries are delivered to the cafés in plastic pastry boxes. Each café has at least two boxes. These boxes **MUST** be returned every night in order to receive pastry the following day. The closer must leave the pastry box out after close in a visible area for the delivery driver to pick up. If a pastry box is left in the café, it must be brought back to the SCK or pastries will not be delivered the following day. If pastry boxes are routinely forgotten about, performance documentation may occur. This also includes the cold boxes once they are empty.

MARKOUT/INVOICES

Pastry invoices come attached to the plastic pastry box with the delivery. Each pastry item must be checked in on the invoice. If an item is missing or broken in the delivery, make a note on the invoice and write your initials at the top of the page. If the order is accurate and undamaged, simply write your initials on the top of the invoice to indicate you have checked in the order.

- Once the pastry has been checked in on the invoice, the invoice must be placed where all café invoices go (Your Café Coach will show you where to keep invoices).
- Mark out sheets must be filled out at close.
- Expired pastries (except cold case items or any items containing cream cheese or frosting) should be placed in a pastry box to be donated.
- Please reference your expiration guide to accurately mark out pastries and to keep items as fresh as possible. Packaged items have a mark-out date on the package of the day they should be pulled from the store.

SPECIAL ORDERS

Please place orders 48 hours in advance. Due to seasonality, menu items and prices are subject to change. No substitutions please.

When placing a special order, be sure to utilize the special order sheet with the correct season and year on the upper left hand corner. These order sheets should be kept in your cafe's Kitchen Resource Book. Have the customer fill out the form with their order and contact information. The customer can either pay at the time of the order or at the time of pick up. If the customer is paying at the time of pick up, be sure to have them fill out their credit card information on the order form. Please store all special order forms securely in the back room.

101_ *IN CAFE TRAINING*
STONE CREEK BAKERY

NOTE: If you cannot locate a Special Order Form, record the customer's name, contact information, their desired pickup date/location as well as the items and quantities they'd like to order. Notify your cafe coach right away, and leave the customer's order information on your coach's desk in the backroom.

Always let your Café Coach know when a special order is requested. It is the Café Coach's responsibility to place this special order in LIVE. Once the order is placed, they must contact the Bakery Director to confirm the order.

Only Stone Creek Coffee employees are allowed behind the counter and only during their scheduled shifts.

CLEANLINESS

Everything needs to be spotless, inside and out, top to bottom #CleanTheCorners

- All floor mats must be in place and clean.
- Bean drawers, bins, and cabinets: All drawers, bins, and cabinets should be filled neatly and clean. When restocking, the old coffee should be taken out and new coffee added. First In, First Out (FIFO). The older coffee is added to the top. Always check for the oldest roast date when taking beans out of storage. When adding coffee to a drawer it should always be wiped out with a dry paper towel.
- Sanitizer: A few cafes have a sanitizer machine. The area in and around the sanitizer should be kept clean at all times, including the floor. The area under the drying rack needs to be cleaned daily. Do not slam the door when opening or closing. The sanitizer door should be closed at all times. Do not put any suds in the sanitizer. All dishes must be rinsed completely before being put in.
- 4-Compartment Sink: Most cafes have a 4 compartment sink: Dump/Wash/Rinse/Sanitize compartments must be utilized only for their express respective purpose. Sink compartments must be filled appropriately and changed at least every 4 hours. Sink areas must remain organized, tidy and dry, including the floor in front of the sink area.
- Cabinets: Closed completely at all times when not in use. Inside all cabinets should be clean and free of coffee stains or grounds. If you encounter one that is dirty, clean it.
- Garbage cans: All cans must be clean and lined and emptied regularly throughout the day. At close, all garbages must be empty, clean and lined.
- Towels: Between 4 -7 in the café. Steam wand towel(s), bar towel, and portafilter towel must never be cross contaminated. One *clean* dry towel for tidying up a messily prepared drink may be kept under the bar, and one extra surface towel for wiping down counters and condiment carts are acceptable.
- Dirty dishes: All dirty dishes belong in the sink or bin. Dishes need to be hand washed before sanitizing either in a sanitizer or a four compartment sink.
- Keep countertops clean and free of clutter.
- Cash register: Keep clean on all sides and underneath. Look from the customer's view: are there marks or scuffs on the iPad stand? Remove these with a magic eraser.
- Front refrigerator: All items are fully stocked, with oldest product in the front (FIFO). The entire inside is wiped clean. Clean behind and under the refrigerator with Simple Green once a week.
- Espresso bar: All towels are in their correct spot. Milk pitchers are rinsed and wiped clean. Espresso grounds are cleaned up. Steam wands are clean with no residue. Shot glasses are free of any residue.
- Milk towel bins: Refresh milk towel bins frequently throughout the day. Clean up any spills.
- Brew Bar: All pre-portioning tins should be filled with the appropriate amount of coffee and labeled with the roast date. V60 brewer should be present, clean, and ready to be used. Filters are stocked. Grind vessels are clean. *Coffee that is > 14 days from its roast date should be used for COD and replaced with fresher stock.*
- Fetco Coffee Brewer: All surfaces of the brewer and shuttles are clean including the top. The brew baskets are kept in their slots. The insides are a shiny silver, Urnexed a minimum of twice a week using a green scrubby, and the nozzles are removed and soaked in Urnex twice weekly.

To wash the funnel and display screen, run water through the funnel, but never submerge the full assembly. Simply wipe the display screen with a clean, damp, towel.

EMPLOYEE BEHAVIOR

Be friendly, pleasant, helpful and positive.

- Keep drinks out of the customers' sight and avoid cluttering areas with mugs and other items.
- All team member beverages must be secured in a vessel with a tight-fitting lid.
- Don't eat behind the counter, this is a health code violation.
- Remember that you are representing Stone Creek Coffee.

BAR AREA

- Tea Tins: Should be full and sealed.
- Smoothie Mix: Mango & 4-Berry Smoothie Mix must be refrigerated after opening. The tops of smoothie mix bottles must be dated 10-days from their opened-on date.
- Syrups: All house-made syrup bottles must have an expiration date. All syrup bottles must be closed with a tethered syrup cap at close.
- We currently offer 6, 1883 syrup flavors for customer drinks: Caramel, Hazelnut, Peppermint, Cinnamon, Sugar Free Caramel, Sugar Free Vanilla, Sugar Free Hazelnut. 1883 Seasonal Syrups, such as Maple, may be available seasonally. All of the syrups can be added to any of our drinks. If a customer orders a pump of syrup in any drink other than drip coffee (i.e. Cold Brew), please make sure to charge them by selecting the "Add Syrup" modifier in Square.
- Café staff is responsible for preparing the following syrups in café: Mexican Spice Mocha, Cardamom Spice and any other current seasonal offerings communicated on the drink recipe cards.
- Stone Creek Bakery will prepare and deliver the following syrups when ordered through LIVE: Vanilla Bean, Lavender, Cardamom, and several seasonal drink syrups. These need to be refrigerated before use. Once you put them into a squeeze bottle to use in café, please keep that bottle out until it is empty. For more information, reference section Café Operations and Expectations for a detailed dating guide.
- Wash the whipped cream dispenser out every time it needs to be replenished. If the cafe is busy, give the dispenser a good rinse, refill and wash the next time it is empty. Be sure to note the expiration date on the dispenser.

Café Coach, please have your I-Book, Mark-Out book, Resource Books, and daily checklist ready.

OPERATIONS:

- Daily checklists: Use the daily checklists as a *guide* to operating your café. Initial when you have completed a task. Never initial until you have fully completed the task. All individual items must be *initialed* by the employee who completed the task. Do not start more than one project at a time.
- Daily projects: Your Café Coach may have daily projects for you to do. Daily projects must be completed before your shift ends. #KeepYourCommitments
- I-Book: Find your cafe's I-Book. The I-Book is where notes, messages, and important information are kept. You must read the I-Book for important updates at the beginning of every shift.
- Weekly Ops Recap: The Weekly Recap is distributed every week. In the Recap, you will find important notes, job openings, launches, etc. It is imperative to read the Recap each week to ensure that you are not missing any important information such as upcoming launches.
- Employee Newsletter: The Employee Newsletter is sent out every two weeks on Mondays and contains the Core Commitments, Hero Shout-Outs, Company Going-Ons, Anniversaries, Birthdays, Welcomes, and Current Job Openings.
- Coffee Resource Book: This book contains the Coffee Notification sheets. These sheets come out when there is a new coffee launching. Please be sure to read this before the coffee launch so you know how to communicate this new coffee to customers. On the back of these sheets are spaces for you to write down your tasting notes for each coffee.
- Bakery Resource Book: This book contains all the ingredients and allergens that go into our bakery. It is important to know where this book is kept if you need to reference it for a customer.
- Mark-Out Book: Find the mark-out book. The mark-out book is used when you cannot sell something you normally should sell. (Ex: an exchanged item of merchandise or hardware, a dropped pastry, etc.) Review the mark-out book with your Café Coach.
- Condiment Counter: Stock the condiment counter throughout the day. All sugars, stir sticks, milks and napkins should always be well stocked. At close, the garbage cans need to be emptied, and the cupboard cleaned. The condiment counter should be moved and cleaned under and behind if movable.
- Pastries: All bakery is made daily at the Stone Creek Bakery at the Factory. Refer to the Bakery Resource Book for ingredient information. We cannot guarantee that items have not been in contact with other allergens though we practice careful allergen handling procedures.
- Pastry Delivery: You are responsible for comparing the pastry delivery to the invoice before opening. If a pastry item arrives at our café already broken or missing, make a note of it on the invoice. Also, note if you receive more or less of an item. If you received something that you did not order (and the correct café is listed there), please contact the Bakery Manager and the Café Coach to whom those items belong ASAP. If the delivery arrives too late for you to set out the pastry before opening, note when it was delivered. Initial the invoice. Your Café Coach will show you where to keep these invoices.
- Running out of a product - If an item sold on our Mobile App runs out, inform your Coach. Items such as daily pastry items, beans, and merchandise can sell out during the day. However, pastry should be tracked for you through the POS and it should not need to be manually

updated. However, once you sell the last of an item, immediately inform your Coach and ensure that the item is removed from your cafe's app. This way you will not need to call a customer later to inform them of the gap in their order, issue a refund, or navigate an equal-value substitution.

- Broken or dropped pastries: If you drop or damage a pastry item, mark it out on the miscellaneous mark out page.
- Rotating stock: All products must be rotated on a first in first out basis (FIFO).
- Drinks, mugs, saucers and spoons: Locate mugs and accessories used for drip coffees and espresso drinks for in café consumption. Learn which are served together in specific configurations based on a customer's order.
- Cups: Use a single paper or plastic cup for all to-go milk based beverages. Use a single paper cup with a cup sleeve for any drip coffee, americano, tea. Use two cups upon request only. For example, a customer orders an 8 ounce americano and doesn't have the proper sized sleeve to keep their hand safe from heat - you may offer them a second paper cup, but please note that the lid must be securely fastened to the first cup prior to double cupping.
- Lids and Hot Cup Seams: Do not touch the mouth opening with your fingers when placing lids on cups. Make sure that the mouth opening hole on hot lids does not line up with the seam on the hot cups. If they are lined up, it can cause the cup to leak. Please make sure to not line these up when putting on the lid in order to avoid leaking coffee on the customer.
- Recycling: Each café has recycling bins for paper, plastic and glass. Our seasonal and year-round 1lb bags are also recyclable. Please know where these bins are at your café.

URGENCY TO CUSTOMERS

Our goal is to serve customers, whenever possible, within 5 minutes from arriving in line to getting their drink. Communicate a sense of urgency and care to customers by stopping checklist tasks immediately to serve them. Greet every customer. Support the barista on the bar with re-stocking, making whipped cream, and rinsing out the blender pitcher/steaming pitchers, if able.

- When Mobile Orders come in, tickets will print automatically. You will have 10 minutes to complete the order before the customer is expected to arrive. If helping a customer at the register, finish helping that customer. You may help up to two more customers in line before taking care of the printed tickets.
- Cafe Fly-bys must take place hourly at a minimum. Fly-bys consist of one barista who walks around to all tables in the cafe to check on the customers. This barista will check for trash and dirty dishes as well as offer drip refills to anyone who may need one. Baristas can also offer to retrieve or help with anything else a customer may want. The purpose of the fly-by is to take care of our guests for here and keep the customer space clean.
 - Fly-bys will also include-bathrooms upkeep, vestibule check, and spot sweeping. Keep in mind that the outdoor seating is part of your fly-by as well.
- ALL baristas are responsible for using SCC's 6 Steps for Remarkable Care with every customer, no exceptions: Hello, Name, Food Offering, Green Drink, Clean Space, and Thank You.
- When 2 employees are working, one employee should be on the espresso bar making drinks and the other employee should be on the register, getting drip coffee and pastries. Both employees can help keep the café picked up (tables clean, condiment cart clean and stocked, dishes washed) when there is time. Customer names, cup marking and drink calling must be

used at all times, no exceptions. The register person should prepare syrups for espresso drinks for the bar person. When appropriate, the register person can assist the bar person with making drinks, if no one is in line.

- When 2 employees are working and the bar barista is not making a drink, that barista should help the next customer in line. The customer is always the priority. (Example: The barista asks the customer next in line: “Can I get a drink started for you? What’s your name?”)
- When 3 employees are working the third person’s primary responsibility is to help the line- being sure to get the customer’s name, cup mark, call the drink to the bar barista and communicate it to the register person. The third person must also offer and get pastries, get whole bean coffee and keep the café clean. Finally, the third person is also responsible (once certified) for assisting the bar barista if the bar barista needs help. Stay on your station, while communicating with your coworkers and assisting each other.
- When 4 employees are on the floor, there is a designated register person, a designated bar barista, a third barista for assisting the line and brewing COD, and a fourth barista is designated to double bar and maintaining a clean space. As always, the customer line is the priority. If there is a long line of people, we will be most urgent to the customer. The register person, bar barista, and third person help the line until the bar barista receives a drink to make. Fourth person will continue cleaning until they can assist on bar. If there is no line, all staff members are responsible for keeping a clean space and working on checklist tasks.
- There are times when cafes will staff more than four people. Please see cafe specific processes for how to function in your station to best serve the customer.
- Cafe Coaches will assign roles in Paycor scheduling so team members are aware of their station going into their shift.
- Employees must stay in their designated positions for an appropriate amount of time and must verbally communicate to each other when changing positions.
- Names, Names, Names. It is the expectation that you use customer names 100% of the time, no exception. Make asking for the customer’s name a conversation.
- Communication: Greet every customer as soon as they enter the cafe, and keep them informed and acknowledged. Ensure greetings happen as soon as you see the customer - *before* they make it to the register!
- What to do after a rush: Clean tables and counters, clean and restock condiment cart, clean and organize pastry case, prep dispensers for brewing, clean bar (before leaving bar), do dishes. Priorities are any customer areas.
- At any time when the register person is not helping the customer, the register person is responsible for brewing COD, maintaining the condiment cart and customer tables, restocking bean shelves, cleaning and replating pastry cases, cleaning the back counter of crumbs, spills, and grounds, working on checklist tasks, and doing hourly fly-bys.

CLEAN SPACE RUBRIC

The Clean Space Rubric is the first section of the Cafe Assessment Rubric. The Director of Retail and Master Coaches work in collaboration with the Director of Education and the Director of Coffee to regularly review our spaces, customer interactions, and beverage quality. On a regular basis, you will see folks in your cafes, taking note of these things. They are there to learn about your space and provide an assessment of your cafe's performance. This process helps company leaders determine how they can best focus their attention and improve our cafe experiences.

The Clean Space Rubric is divided into nine sections to help clarify what clean space expectations look like and where improvements may be needed. Below you can see how cafe assessors use this rubric to review your cafe's cleanliness.

Points Possible: 34	CLEAN SPACE	Clutter-Free, No Trash, No Dust, No Grime, No Dirty Dishes, All Areas Stocked & Organized, Displays Follow Planograms Exactly, No Scummy Sinks/ Toilets. SCORING: 4 = Remarkable: no gaps . 3 = Crushing It: <i>one minor miss</i> . 2 = Meets Expectations: <i>two minor misses</i> . 1 = Doesn't Meet: 3 or more misses.
/4	Exterior/Patio	Swept, no trash, walkways clear of snow and ice, <i>salt well managed</i>
/4	Entrance/Vestibule	<i>Glass, ledges, floor & corners clean. No dust/cobwebs. A/B posters & SCC signs hung appropriately (no tape). Salt under control.</i>
/4	Register	Stocked, clean & organized. Floor in front clean. <i>No handwritten/taped signs.</i>
/4	Hand Off Plane	Stocked, clean & organized. No dust, trash or spills. <i>Appropriate signage.</i>
/4	Condiment Areas	Stocked, clean & organized. No dust or spills. Trash not overflowing. <i>Water Station full & stocked.</i>
/4	Mobile Pickup	Clean & organized. Mobile orders have tickets attached. Clear order staging.
/4	Restrooms	Stocked & clean. <i>Toilets, floors, & sink areas spotless. Appropriate signage.</i>
/4	Displays	<i>Beautifully stocked & dust free</i> ____/2pts Exactly to Planogram ____/2pts
/2	Dress Code:	Barista 1 ____/1pt Barista 2 ____/1 pt points possible: 0, 2, or 4.
/34	TOTAL CLEAN SPACE	

An important part of a clean and full café is the cleanliness of our staff. Our dress code policy includes a few items pertaining to Health Code as well, so please reference that section also. The following is a list of Health Code personal hygiene items we must follow in the cafés.

Employees MUST wash hands in designated Hand Washing Sink after:

- o Using the restroom
- o Taking out the garbage
- o Eating
- o Using Tobacco
- o Coughing
- o Sneezing
- o Touching any bare body part or hair
- o Any activity that contaminates the hands (touching hair, face, floor, garbage, dirty dishes, chemicals, etc.)

Other Health Code policies that apply to Stone Creek Coffee:

- o Always remove your apron prior to entering a restroom.
- o Always remove your apron prior to handling the garbage.
- o Socks must be worn at all times.
- o Shoes must be closed toe.
- o If hair is long enough to be tied back, then it must be tied back at all times.
- o Shirts must have sleeves that cover the armpit.
- o Employees must refrain from touching their face and hair.
- o No eating behind the counter.
- o Use of corresponding sanitizing test strip in sanitizing solution – follow sanitizing solution instructions.
- o Change milk and creamer on condiment cart every 4 hours.
- o Maintain fridge temp below 40 degrees Fahrenheit.
- o Food must be stored above liquid.
- o Food items must be obtained using a protective wrapper, designated food tongs, or wearing food safe gloves.
- o Bulk food items must live in a labeled container
- o No chipped/damaged nail polish worn in cafe
- o Employees beverages must be stored in an acceptable closed container if kept behind the counter. See below for acceptable containers.
- o Regularly clean and sanitize food preparation services and equipment. Cleaning includes removing food particles and other contaminants which can be done with a dry towel. Sanitizing means using a sanitizing solution or high heat to kill germs and other contaminants.



Health Inspection Guide

The following tips are to prepare your café for a future health inspection and to assure that your café is following health safety guidelines:

PERSON IN CHARGE

Once you have received certification to work solo in cafe you will be considered a “Person in Charge” during any Health Inspection that may happen in cafe while you are present.

THERMOMETERS

Refrigerated products should be at a maximum of 40°. Each refrigerator should have a thermometer. Please utilize the Fridge Temperature Logs to keep track of the temperature of all of your refrigerators in café. If you need more of these Logs, please contact the Office Manager. If you need more thermometers, you can order these in LIVE.

DIAL THERMOMETERS

Dial Thermometers are used for steaming liquid. It is important that dial thermometers are regularly calibrated. To test thermometer accuracy, place all of your dial thermometers in a hot liquid. If there is an inconsistent reading, this thermometer will need to be recalibrated. If you need more thermometers, you can order these in LIVE.

COLD FOOD STORAGE

All food items stored in refrigerator units need to be stored above liquide products to eliminate cross contamination. ie. Backstock bagels should be stored on the top shelf of the large refrigerator above the milk. Dairy items should always be stored on the lower shelf in the all refrigerators to eliminate dairy allergy contamination.

ICE MACHINE

Ice is considered food and therefore should have no contact with human touch. Ice scoops should be kept outside of the ice machine in a designated container that is solely used for the ice scoop or in another Health Inspector approved area. If you need additional ice scoops, those can be ordered in LIVE.

HAND WASHING SINK

Each cafe has a designated Hand Washing Sink that is labeled as such. This sink is ONLY to be used for hand washing. Do not use this sink for washing dishes or dumping other liquids ie. milk and coffee.

HAND TOWELS AND SOAP

It is mandatory to have both hand towels and soap in your restrooms and at all handwashing sinks. If your café has a hand towel dispenser that requires a key to restock, it is advised that the Café Coach possess an extra key. (Health Inspectors often encounter empty hand towel dispensers due to key loss. An empty dispenser is considered a violation).

BABY STATIONS

Attention to baby station cleanliness is important. Stations should be cleaned a minimum of 1x per day-more often if it is used often. A powerful cleaning solution is necessary. Inspectors advise a bleach/water cleaning solution that has 100 parts per million available chlorine. Chlorine test papers



are required to gauge parts per million.

SMOKE BREAKS

Staff members should wash their hands immediately after taking a smoke break and before serving customers. Additionally, please make sure that if you take a smoke break that you don't stand directly in front of the café or near the door. We don't want the customer experience to be affected by smoke as a result of the staff member.

DISHWASHER/SANITIZER The dishwasher should be at least 170°.

FOUR COMPARTMENT SINK

Most restaurants are required to have a commercial sink consisting of three or more compartments to manually clean and sanitize utensils and equipment. But washing smallwares by hand is subject to health and safety standards just like everything else in the food service industry. Each compartment has a designated use. When using the tablets from Boelter, use 4-8 tablets for 4 gal of water. After a pH test, the strip should read at least 200 parts/million. You can order test strips through Boelter. After a pH test, the strip should read 200 parts/million. You can order test strips through North American. These Quat Test Strip Kits must be in your café at all times. It is important to follow the Four Compartment Sink Protocol stored in the I-Book to ensure food safety regulations.

SANITIZER BUCKET

A sanitizer bucket and solution is provided to sanitize towels according to health code requirements. When using the liquid product, use .25 oz or 0.5 tablespoons per gallon of water. When using the tablet, use one half tablet per 2 quarts of water. After a pH test, the strip should read 200 parts/million. You can order test strips through Boelter. These Quat Test Strip Kits must be in your café at all times. Rags must be stored in sanitizer buckets at all times.

MILK RAG STORAGE

The rag used for the steam wand needs to be stored in the designated bin in a sanitizer solution. Use the sanitizer solution made in the sanitizer bucket to be sure to have the proper solution of sanitizer solution. After a pH test, the strip should read 200 parts/million. You can order test strips through Boelter. These Quat Test Strip Kits must be in your café at all times.

UTENSILS

Forks, Knives and Spoons should all be faced down in your condiment cart dispensers and behind the counter. Designated pastry tongs must be washed and sanitized every 4 hours. This is a task that should live on your cafe checklist.

EMPLOYEE DRINKS

Employee drinks must be kept in a closed container(travel mug, cup with lid) when consumed behind the counter. Acceptable containers include any SCC travel mug or plain travel mug. Unacceptable items include a travel mug promoting a competitor, a badly damaged mug, mug or cup without a proper fitting lid. Employees are able to drink uncovered beverages during their break off floor if they do not have a travel mug with them during their shift.



CLEANING SOLUTIONS

Cleaning solutions should be placed on the lowest shelf in backrooms. This assures that the product will not spill onto food items. Cleaning solutions should be placed in separate cabinets from food items. Cleaning solutions must be clearly labeled.

BAKERY INGREDIENTS LIST

All bakery ingredients should be listed in the Kitchen Resource Book. This information must be available to customers when requested. Check to ensure you have information on all pastries. Contact the Director of Food for missing product information sheets.

FOOD LABELS

All packaged food items for resale to the customer need to have each ingredient listed on the label. If you notice a discrepancy or inaccurate label please contact the Director of Food immediately. All bulk food storage containers must be clearly labeled. Please relabel any containers that may have lost their label. ie. bulk sugar and bulk mocha, etc.

HALF & HALF

Half&Half needs to be changed out every 4 hours. There needs to be a clear record on the checklist noting when to change the Half&Half.

EQUIPMENT

If you notice a piece of equipment hindering your ability to work within health code policy you must reach out to your mentor immediately if you are not able to place a Maintenance Request. It is important that these issues get resolve quickly for the health and safety of our customers and coworkers. Examples like this include a sanitizer not getting to 170°, or a refrigerator not keeping food colder than 40°, etc.



Refrigeration & Dating Guide

Last Updated 3/11/2022

** If mixing multiple products to make one, e.g. mexican spice syrup or Chai, the earliest expiration date is the expiration of the final product**

Liquids	Expiration Date	Refrigeration	Notes
Dairy (Milk, ½&½, Heavy Cream, Soft Serve)	3-5 days after best by date	Always	FIFO and smell if item is 3 days past its best-by date.
Cream Cheese/Butter/Jam	On Package	Always	FIFO
Cold Brew	2 Weeks from Brew	Always	Label pitcher/keg with expiration date. Do not mix old and new cold brews.
Juices/Bottled Beverages	On Package	Always	FIFO
Iced Tea	4 Days from Brew	Always	Label pitcher with expiration date. Do not mix old and new brews in same pitcher.
Soy/Almond/Oat Milk	10 Days from Opening	Once Opened	Date container with expiration.
Smoothie Concentrate	10 Days from Opening	Once Opened	Date cap with expiration.
Cold Pastry Items	Expiration Date	Refrigeration	
Quiche	4 Days from Delivery	Always	Mark EXP date on back of display tag. Display different EXP dates on different plates.
Breakfast Square	5 Days from Delivery	Always	
Quinoa Crunch Bar	5 Days from Delivery	Always	
Packaged Food	Expiration Date	Refrigeration	
Third Party Packaged Item	Found on package	Not Necessary	FIFO
SCC Packaged Items	Found on package	Not Necessary	FIFO
Roasted Coffee on Shelf	21 Days From Roast for sale, 45 days for COD	Never	Roast date found on package
Coffee in Brew Bar Tins	14 days from roast	Never	Label tin w/ roast date
Cold Brew	PrePacks expire 30 days from Roast	Never	Roast date found on package
Coffee in Espresso Hopper	Prime days are 4-14 days after roast. (testing in progress)	Never	Label hopper and overnight bags with roast date
Syrups	Expiration Date	Refrigeration	
1883	On Bottle	Not Necessary	FIFO
SCC Kitchen Syrup	4 Weeks from Delivery	Always	FIFO
Made/Mixed in Café	1 Week from putting in squeeze bottle or from date mocha was made.	Only Backstock	The backstock of these items should be refrigerated. Once pulled from refrigerator they should not be put back in.
Matcha Mix	48 Hours from Prep	Always	Mark EXP on tape and place on back/bottom of squeeze bottle



Four Compartment Sink Protocol

Most restaurants are required to have a commercial sink consisting of three or more compartments to manually clean and sanitize utensils and equipment. But washing smallwares by hand is subject to health and safety standards just like everything else in the food service industry. Here's a brief overview of how to properly wash, rinse and sanitize in your four-compartment sink:

*** Always remember to clean and sanitize your sink before use.

1. First be sure to rinse, scrape or soak all items to rid them of any leftover food or residue. Place dirty items in the first compartment of the sink. This compartment can also be utilized for dumping expired coffee.
2. Wash items in the second compartment of the sink which should be filled with a mixture of hot water that is at least 110 degrees F (43 degrees C) and a detergent solution. Be sure to drain and refill the sink whenever the water becomes dirty or soap suds are gone.
3. Next rinse items in the third compartment with warm water by either holding the items under the running faucet or filling the sink and dipping the items in and out of the water. If dipping items be sure to change out rinse water regularly.
4. Then sanitize all items by soaking them in the fourth compartment which should be filled with hot water and/or a sanitizing solution. Follow the time and temperature requirements of the solution you are using and test the concentration of the mixture with a test strip.
5. Finally set all sanitized items on a clean surface to air dry. Most standards require that you have a drainboard on at least one side of your sink for this purpose. Drain bins are an acceptable alternative.

CAFE SANITIZER GUIDE

- Cafes have multiple chemicals for use in cafes. For proper use, PH test strips will be available to order from Live.StoneCreekCoffee.com. Please use the guide below as a helpful reference.
- NOTE: Proper use for chemicals in cafes come directly from the manufacturer and their product directions. Always use the instructions found on the chemicals to be sure you are properly/legally using any chemical. If you have any questions about how to properly use a chemical, reference the packaging found on it before relying on this guide.

SANITIZER TABLETS (Boelter)

- Use 1-2 tablets per gallon of water. Be sure to use PH test strips from Boelter to be sure the ppm is between 200 and 400. Allow items to sit in sanitizer solution for a minute before removing to air dry.



	Water	Sanitizer
Sanitizer Bucket	2 quarts	½ tablet
Cold Brew Keg	4 gallons	4-8 tablets
Sanitizer Sink	4-5 gallons	4-10 tablets

SANITIZER MACHINE (SELECT CAFES ONLY)

- Frequently check for debris (equipment, spoons, coffee beans) in the bottom of the sanitizer. DO NOT USE YOUR BARE HANDS TO REMOVE ITEMS FROM THE BOTTOM OF THE SANITIZER. This water is ~150 degrees F. Pro-tip: At open before turning the sanitizer on, check for debris.
- If you notice scale/lime build up in the sanitizer; please notify your Coach for instructions on how to clean.
- The sanitizer catch should be cleaned at open weekly, or as needed. Debris will collect in the catch and will result in dishes appearing dirty after being sanitized.
- All items that pass through must be thoroughly scrubbed and free of debris before being placed in the sanitizer. The sanitizer uses steam to disinfect, not wash or rinse any items inside.
- The sanitizer is to be turned on each morning and turned off at each close.
- Items that do not go in the sanitizer:
 - Thermometers
 - Portafilters
 - Bar screen
 - Bar screw
 - Espresso hoppers
 - Clever Dripper
 - Coffee Grinder hopper
 - COD grinding container
 - Fetco Funnel
 - Knock Box
 - Squeeze Bottles



KEG SETUP INSTRUCTIONS REPLACING THE KEG

- Once a keg is empty, remove the nitrogen line and then pull up on the the ring and pin to depressurize the tank (circled in the middle photo). Then disconnect the coffee line. After removing the lines open the keg by pulling up on the latch and removing the cap. Wash the keg with hot water and sanitize it with sanitize before refilling it with cold brew. When sanitizing, be sure to follow the instructions of the sanitizer. See final page for details. When refilling a keg, always use the oldest cold brew first. Then, be sure to date and label the keg with what cold brew is inside and the expiration. Finally, store the keg in the refrigerator until it is time to connect it to the tap.
- To connect a keg to the tap system be sure that the lid is fully sealed by setting it in place and pulling down on the metal latch as shown below.



DOUBLE TAP SYSTEMS

- In a double keg fridge, there will be four lines. Two will lead from the nitrogen tank to either of the two kegs (gray). These lines are not interchangeable. One comes from a system of two boxes that infuse the nitrogen into the cold brew. This line must run to the JET. The other line will run to the ROY. The other two lines have a black connector and they must be labeled as the left or right tap or as ROY or JET.



- The connectors are sized to only fit their respective valve. To connect the valve and the connector, simply place it over the valve, push down, and release. If it is secure, it will click. It is recommended that you attach the cold brew line first. Then, once the nitrogen is attached, you may hear a snap and an air release. Once both lines are connected just test your connection by running the tap and make sure cold brew is flowing.

REPLACING NITROGEN TANKS

- It is time to switch out the nitrogen tank once the gauge shows that it is empty and/or the tap is not dispensing cold brew due to an empty nitrogen tank. (left photo)

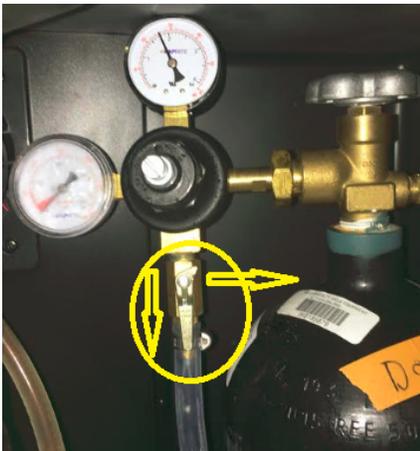


- To detach the empty tank, be sure to first twist the silver knob (shown in the right photo) to the closed position. The knob will indicate which direction is open and which is closed. Twist until the knob is tightly shut.
- Once the tank is closed, use a wrench to loosen the lug nut located next to the silver knob and then use your fingers to finish loosening and detach the tank from the line.



- Once the the two are separated, remove the plastic wrapping from the new nitrogen tank and date it with today's date. Then, connect the line and the tank by first finger tightening the lug nut and finally by tightening the connection with the wrench. Once the connection is secure, you may open the tank by twisting the knob to open.
 - No need to twist the knob too far. The pressure gauge will show that the tank is open and the pressure is regulated by a separate knob completely. Simply check the gauge and make sure that the indicator is pointing to a secure/regulated pressure (≈ 28 psi).
- The old/empty nitrogen tank must then be immediately sent back to the Factory with the pastry box that night so that it can be refilled as soon as possible. Be sure to label it with the name of your cafe so the Factory knows where it came from.

- At night, have your closer close your nitrogen tank (closed=lever is perpendicular to the line/twist gray knob clockwise). The PSI should stay the same overnight, so have your closer make a note of the pressure. When the opener comes in, they must check the PSI and open the tank back up (open=lever is parallel to the line as shown in the picture below/twist gray knob counterclockwise). If there is a change in the pressure, notify maintenance, as a change in pressure indicates that there is a leak in your line.



OR



1X WEEKLY KEG UPKEEP

On each keg, there are two metal posts, one for each line connection. Over time these work themselves loose just a bit, and this gets amplified during the connect/disconnect process. Multiply that out over a few weeks, and voila, gas leakage. Nitrogen gas is... well gas, so any small opening is more than is needed for small gas particles to escape through. To get ahead of this problem, follow these steps once a week.

1. Start with a free standing, depressurized keg.
2. Feel with your hands for any wobble side to side. If there is some, that's your problem child right there! If no wobble, you'll continue with the following anyway.
3. Use your adjustable wrench to fit it to the hexagon shaped portion of the post.
4. Tighten the post slowly, clockwise when viewed from above.
5. Tighten only til fairly snug. It's kind of subjective to know what that equals, but the main thing is that you don't want or need to crank on it.
6. Do the wobble test again, any play should now be absent.



CLEANING JET LINE AND TAP - WEEKLY CLEANING AND SANITIZING

- Daily rinse the stout nozzle (JET nozzle) by gently unscrewing it from the tap and running it under water at the dish sink. Replace once complete. Add this task to your closing checklist.
- Weekly run clean water through your JET lines.
- Fill a clean and sanitized keg with clean water and run the clean water through the lines.
- The Nitro Infuser cleans and sanitizes your lines automatically.
- Once the line is clean, reconnect your kegs.

JET BLACK/NITRO INCONSISTENCY AND TROUBLESHOOTING

If you see your nitro acting up without you adjusting the infusion knob, for instance, it's producing just foam, follow these steps.

1. Remove the nitro infuser from the back wall of the kegerator. It is attached with a rigid velcro-like material and can be reseated.
2. Remove the liquid "IN" line on the jet keg. This is super important if you want to stay dry and not, within seconds, become a used coffee filter.
3. Turn off the gas at the tank
4. Use your handy-dandy removal tool to release the grey quick disconnect. ([See video for how to use!](#))
5. Once the grey quick disconnect has been, well, disconnected, take the straw brush/pipe cleaner you were given and insert it into the "beverage in" side, and push until you feel a pop and see nitro coming out that port. Hold the brush in for 5 seconds while the gas is being released. After that remove it.
6. That should solve the problem! After this just insert the grey quick disconnect back into the white housing and then follow the steps in reverse.

CLEANING ROY LINE, TAP, AND KEGS - 2X WEEKLY CLEANING WITH 1-2-COLD BREW

- Remember that every time a keg empties, you must sanitize the keg using sanitizer and then let air dry before refilling with Cold Brew. For this reason each cafe will have four kegs. In addition to cleaning between filling, it is expected that each line would be cleaned twice a week using the 1-2-Cold Brew system.
- Twice weekly, please do the following to clean the kegs and JET keg lines:

CLEAN

- Fill an empty keg, with 4 gal. of water.
- Add one ounce of Clearly Cold Cleaner to the keg.
- Seal the keg, place it in the fridge, and connect the air infeed and coffee outlet valves to pressurize the units.
- Open the dispensing valve (engage the tap) and force the cleaning solution through the dispensing tubing and valve, directing the solution to a drain or some container to catch it.
- Depressurize (remove the nitrogen line) and remove the keg.

RINSE

- Open and rinse the well interior, the cap and the gasket with fresh water.

102_IN CAFE TRAINING
KEG CLEANING AND SANITIZER GUIDE

- Rinse the keg and line by adding some water to the keg. Then once again, seal, and connect the lines, and allow the rinse water to empty into a drain or container once more.

SANITIZE

- Next fill the keg with 4 gal. of water again.
- Add one ounce of Complete Cafe Sanitizer to the keg.
- Seal the keg, and run the sanitizer through the lines like you did with the Cleaner.
- Depressurize and remove the keg again.
- Allow the kegs to air dry or coffee will be affected by remaining sanitizer. If there isn't enough time to finish air drying, please run about a gallon of water through the keg and line to rinse any remaining chemical,

In addition to the weekly cleaning, there will be monthly maintenance done by the Cafe Tech Team to take apart and sanitize the keg tap.

Your weekly cafe checklist should include this keg line cleaning twice a week.

KEG SANITIZING

- Use 1-2 tablets per gallon of water. Be sure to use PH test strips from Boelter to be sure the ppm is between 200 and 400. Allow items to sit in sanitizer solution for a minute before removing to air dry.

	Water	Sanitizer
Sanitizer Bucket	2 quarts	½ tablet
Cold Brew Keg	4 gallons	4-8 tablets

PASTRY CASE UPKEEP

- Baristas are expected to know what we sell. Baristas should taste and/or read up on new pastry items as they launch.
- Baristas are expected to speak positively about our offerings to guests in our cafes.
- Keep Pastry Displays remarkably clean, stocked and beautiful.
 - Customers need to know what is available through up-to-date Pastry Tags.
 - All items in the pastry case must be displayed with a Pastry Tag.
 - Pastry Tags include the name and price of pastry. Customers need to know the prices of all pastry items. If they do not know the price they will be less inclined to purchase said item.
 - Utilize “I’m New!” and “Barista Favorite” pastry tags to showcase new items, or highlight team member favorites.
 - Tip: “Barista Favorite” pastry tags are a great way to introduce customers to delicious but slow-selling items!
- Pastry Case Needs to be Crumb and Smudge Free
 - Between guests, baristas should be brushing away crumbs with a designated paint brush. The paintbrush designated to the pastry case should never be used in other areas of the cafe. Be sure to check the case from the customer’s perspective. Crumbs may be visible to the customer’s view but not from behind the counter.
 - Frequently refresh and replace pastry case plates throughout the day as items sell
 - Ensure no smudges are present on the glass
 - Look at the top of the pastry case - dust the uppermost edge
 - If your cafe has a small fan on the pastry case, this must be cleaned and dusted daily.
- Pastry Case needs to look full at all times.
 - The pastry case is “prime real estate” - baristas are responsible for continuously merchandising this space throughout the day.
 - As pastries sell, baristas should be rearranging pastries onto smaller clean plates. *Do not pile all leftover items on one plate.* Pastries look more appetizing on multiple small plates than one large plate. The small plates will help the case look full.
 - Fill the case with packaged items on platters as daily items run low. This can start as soon as there is room in the case to accommodate other items. Follow the Pastry Case Merchandising document as a reference throughout the day. The fuller the case the more interesting and eye catching it will become. Guests will be more inclined to glance in the direction of the pastry case if it is full, clean and interesting.
- Baristas are expected to make recommendations to our guests in cafe.
 - This can be done during initial pastry offering.(ie. Have you tried the Monkey Danish? It is awesome!)
 - This must also be done if the cafe has sold out of an item the guest is requesting. (ie. I am so sorry, we are sold out of danishes! Have you tried the Morning Bun? It is also deliciously buttery and flaky! The Blueberry Muffin is another classic that everyone loves. Can I grab you one?)

- This must also be done if a guest is requesting items we generally do not carry. (ie. Breakfast sandwich)
 - No, I am so sorry we don't have breakfast sandwiches, but we have other delicious savory items like our Hot Ham & Cheese bun! I'd be glad to warm that up for you if you like!
 - SCC's Bakery prepares a variety of savory items which can be toasted in cafe. Be sure to reference these with customers looking for heartier options!

PASTRY SALES AND INVENTORY MANAGEMENT

- DAILY PASTRY
 - All daily bakery items are available on the mobile app and in person. Inventory for daily bakery items is automatically added to Square based on your cafe's bakery order.
 - If a bakery item is missing or broken in your daily delivery (checked in before opening the cafe), baristas must ring up the bakery item and use the "House Charge" discount button to remove the item from sellable inventory for the day.
- MULTI-DAY and/or PACKAGED SNACK ITEMS
 - All pastry items, including multi-day and packaged items are available on the app and in person,
 - **These items will need to be verified at close.** Baristas will check their available inventory of each multi-day and packaged snack items against Square inventory at the end of each day.
 - Estimated Time to complete PM Pastry Check: 5 minutes total
 - PRO TIP: If you notice you are frequently very low on packaged snacks or cold case bakery items, share suggestions to increase these items with your Cafe Coach.
- TO VERIFY SNACKS AT CLOSE:
 - ADD/SUBTRACT ITEM QUANTITIES IN SQUARE:
 - Click the Menu Button (Lower Right)
 - Click Items
 - Click Categories
 - Filter by "(6)" - this is the Bakery Category
 - Select the Category - e.g. (6) Packaged SCC
 - Select the Item
 - Scroll down to Stock; Click on Stock
 - Select Stock Received
 - Enter quantity received
 - Click DONE
 - Click SAVE
- Baristas are expected to ring in pastry items accurately at all times.

- If the incorrect item is entered into the register it needs to be adjusted by refunding the incorrectly entered item and entering in the correct item. These numbers matter and are used to make menu changes!
- Baristas are expected to mark out all pastry items accurately on the Pastry Markout Sheet in the I-Book every day.
- Baristas are expected to check in the pastry order on the Bakery Invoice when opening the cafe.
 - If pastry items are missing or delivered broken, baristas will make a note on the pastry invoice and place the pastry invoice in its designated place (per Coach instructions) for safekeeping.
 - NOTE: missing or broken items must also be accounted for in Square [see instructions for DAILY bakery inventory above].
 - NOTE: other documents may arrive with pastry invoices. Pay attention to the invoices received to be sure nothing gets lost!
- Baristas will keep packaged foods rotated to facilitate FIFO (first in first out.)
 - All baristas will work with their Cafe Coach to identify and maintain the packaged food back stock area in the cafe.
 - Baristas will stock packaged food items daily and check for proper rotation, FIFO
- Baristas will offer customer feedback regarding pastry pars and offerings to their coach(s) regularly.
- Baristas will notify their Coach and the Production General Manager asap if the pastry order is not in their cafe when they arrive to open. The Production General Manager oversees the pastry deliveries.

MAINTENANCE REQUEST GUIDE AND EXAMPLES

EMERGENCY

(You must speak directly to a tech, a message may not be received for several hours)

A machine or item that directly impacts the staff from selling.

- Espresso bar/grinder
- Coffee brewer/grinder
- Overflowing drains
- Refrigerators
- Heating and cooling issues
- Wi-Fi & internet problems

PROCEDURE FOR REQUESTING EMERGENCY MAINTENANCE:

1. Contact your Cafe Coach to determine whether the request warrants calling the on-call tech. Reference the Events section of Zoomshift to see who the On-Call tech is and call their cell phone number.

- If the call does not go through, hang up and call again.
- If no one answers, leave a message, you should receive a call back within 30 minutes.

2. Ask your Cafe Coach to place the maintenance request in Live

- Include which tech you spoke with in the request
- If you do not receive a call back within 30 minutes, call maintenance team mobile phones until you speak with someone. (Mobile #s on Phone List)

Medium/Low Priority- Make a note and be sure your coach gets it.

High Priority- Inform your CC/MB as soon as you have a chance to text/call.

Emergency- First contact the on call tech and then contact your CC/MB immediately.

LOW PRIORITY

What can wait/has no impact on the guest?- 30 days

- Special requests- Making a shelf for syrups
- Infrastructural- Adding outdoor signage

MEDIUM PRIORITY

What needs to be assess, but is not impacting the function of your cafe or quality of service?-14 days

- Wobby tables
- Fruit Flies
- Rubber floor mats
- Lighting
- Broken cabinet doors



HIGH PRIORITY

What impedes normal equipment function?-3 days

- Small leaks/slow drips
- FETCO brew volume
- Ice machine not producing ice
- Usability issues with grinder/bar
- Speaker/Music issues

EMERGENCY REQUEST

What directly impacts your cafe from selling/customer experience?- 1 day

- Dishwashers
- Non functioning grinder/brewer
- Wifi down
- Overflowing drains
- Refrigerator down
- Heating and cooling
- Broken door lock



This section will go over important accident, safety and security information. If you have any questions or concerns, please consult with your Café Coach.

IMPORTANT EMERGENCY & NON-EMERGENCY PHONE NUMBERS

All Cafes should have a phone card with these numbers located next to their phone. These must be quickly accessible by anyone in the event of an emergency or difficult situation.

Emergency: 911

- Call 911 if you or someone in your café feels threatened/physically unsafe or requires immediate assistance.

Non-Emergency

Call non-emergency if you would like to report an occurrence, but you do not require immediate assistance. (If you would like, program your café's non-emergency number in your phone.)

- Milwaukee (Downer/Factory): (414) 933-4444
- Oconomowoc: (262) 567-4401
- Delafield: (262) 446-5070
- Wauwatosa (Bluemound/Harwood): (414) 471-8430
- Shorewood: (414) 351-9900
- Glendale: (414) 351-9900

Homeless Outreach/Homeless Shelter

There may be instances in which someone is undergoing a mental-health crisis or is in need of services provided by Homeless Outreach. If you feel safe with the individual present but would like to call for assistance please use the following...

- For Milwaukee County Cafes: Homeless Outreach (414)935-7901 or Behavioral Health Services' Crisis Line (414) 257-7222
- For Lake Country Cafes: (262) 549-8735

ACCIDENT REPORT GUIDE

In the event of an accident, it is important to stay calm and focus on solution steps. Any event that could be considered an accident and which have caused physical harm to come to you or a customer must be recorded using an accident form.

Step 1: Take care of the situation. Call 911 if you are unable to handle the situation.

Step 2: Consult with your Café Coach so that they are aware of the situation. They will fill out an Accident Report and contact the Factory. If your Café Coach is not in the café, you will need to fill out the Accident Report. When in doubt, fill it out.

NOTE: Accident reports **MUST** be filled out when a customer or staff member injures themselves or has an accident. Accident reports should be as detailed as possible.

Example 1: *A customer slips while walking across the café and falls to the ground. It is important to note if there was an outside cause for this accident such as liquid on the*

floor or a misplaced rug. A report should be filled out even if the customer gets up and says he/she is fine.

Example 2: You accidentally spill hot water from the brewer spout all over your hand while you are trying to fill a customer's tea. You burn your hand and now it is really starting to hurt.

_____ I understand that Accident Reports must be filled out. I understand I may be asked to fill out one if my Café Coach is not at the café.

SAFETY GUIDELINES

The following tips and procedures are intended to give ideas for how to handle uncomfortable situations. The most important thing to remember is that your safety is first. Please refer to the Important Emergency and Non-Emergency phone numbers listed above. If assistance is required for any of these situations, please contact the appropriate agency. If your Café Coach is not in the café when a situation arises, please call them as soon as you can to let them know what happened.

GUIDELINES ON DEALING WITH DISRUPTIVE CUSTOMERS

If a customer is making you or the café environment uncomfortable, you will need to address the situation. Escalated situations do not usually de-escalate on their own.

1. Address the customer's behavior politely, firmly and directly. Ask them to change their behavior, and let them know if they don't they will be asked to leave and give them an opportunity to rectify it.

Some examples of this would be:

"Hi, you are being disruptive, please keep it down or I will have to ask you to leave."

"I am sorry that you are upset but you will need to speak to me respectfully or I will have to ask you to leave."

2. Based on the nature of the situation, you may need to skip this step and go right to asking the person to leave. If the person is violent or threatening to harm themselves, you or others, call the police 9-1-1.

An example of what to say in this escalated situation:

"You are continuing to be disruptive, I am going to have to ask that you leave now and don't come back."

3. If the individual is resistant, calmly tell them you are calling the police:

"I am calling the police, it will be better if you go now."

4. Calmly walk with the person towards the café's front door and motion for the person to leave, keep calmly repeating: "You need to leave." Do not get too close or touch the person. Do not back the person into a corner.

5. If they get too close or touch you, take a step back and calmly say, “Stay back” or “Don’t touch me” and then add “You need to leave. Do not come back. We are calling the police.”
6. One SCC employee should call the police (911) while the employee speaking to the disruptive person stands near them, periodically repeating calmly, “We are calling the police, it will be best if you leave now and don’t come back.”
7. After the incident is dealt with, take a deep breath, and document the date/time of the incident using the incident log found here: Incident Log. It is important to write things down as soon as possible so you don’t forget details.
8. If the police are called, please make sure you also complete an Incident Report in Paycor, or fill out a paper copy of the Incident Report. Make sure to be as detailed as possible regarding the incident.

GUIDELINES ON HANDLING LOITERING IN THE CAFÉ

1. Address the Situation: If you identify a loiterer wandering, misusing the facilities or panhandling, you will need to address the situation.
2. Consistent Conversation: Loitering and panhandling should be addressed consistently to ensure customers aren’t giving money, goods, or services to panhandlers as this encourages non-paying customers to hang out in the cafe.
3. Offer Local Resource Information: If they choose not to accept the information and you are concerned for their health, reach out to Beth Lappen, DHHS Outreach Services at bethlappen@milwaukeecountywi.gov. Her team works directly with the homeless community and is best equipped to assist with appropriate services. It is not in anyone’s best interest to offer them money, goods or services. You can also call the HOT Team at 414-257-7222. If they don’t answer you can leave a message with: Your name, the date/time, a description of the individual, description of the encounter/behavior and the follow up request.
 - Voice Mail/Email Example: Hi, this is Hailey Barsch, I am a Barista at the Stone Creek Coffee Factory Cafe, located at 422 Nth 5th St. I am calling to inform you that on 10/6/2018 at 9am there was a white woman, wearing a blue knit cap, jeans and green sweater, in her 20s wandering around the cafe. She was panhandling but left when asked, she was talking to herself and seemed disoriented, please follow up with her. Any questions you can reach me at 414-270-1008.
4. Ban Notices: In the event that a person is unwilling to comply to our requests or regularly returns to our cafes and continues to need to be asked to leave, if Incident Reports have been completed and shared with Teams & People, a Ban Notice will be distributed to your team and an individual will be expelled from all Stone Creek Coffee Locations. In the event that they return after receiving the Ban Notice, team members will be expected to call the police without warning in the event the disruptive person returns.

ADDRESSING LOITERERS

1. You can start by saying something like this:

“Hi, can help you with something?” or “I noticed you talking with several customers, is there something I can help you with?”

2. After confirming they are loitering, you will need to politely, firmly and directly ask them to leave.

“We have a no loitering policy, please leave and don’t come back” or “Cafe seating is reserved for customers, I’m sorry but you need to leave now.”

3. If the person resists your request to leave, follow up with a firm statement letting them know they need to leave otherwise you will be calling the police.

4. Continue to escalate the situation as you would as if it was a disruptive person, remembering to follow up with your Cafe Coach after all necessary steps have been made.

WHAT TO DO IF THE CAFE IS BURGLARIZED

1. If you arrive at the café and the door is open, appears to be damaged or things appear to be out of place - don't go in.

2. Leave and call 911. Your instinct may be to go in and investigate, but there is a possibility that the intruders are present.

3. After calling the police, call the Café Coach (they can assist in determining what is missing).

WHAT TO DO IF YOU ENCOUNTER AN INTRUDER

1. If you find yourself face to face with an aggressive intruder, do your best to remain calm and controlled. Running or screaming can trigger a pursuit reflex.

2. It is best to not make eye contact with the intruder or appear intimidating.

3. Without appearing intimidated, calmly tell the intruder to take the materials or money and leave. The purpose of their break-in was likely robbery and if they can do that without being interrupted they should not have cause for violence.

4. Tell the intruder about anything that might startle or surprise them. If someone is expected to arrive soon, inform them of the possible arrival.

5. If you have to move or reach in any way, tell the robber exactly what you are going to do, for example, "I have to reach down to the bottom cash drawer to get the money". Never make any sudden or unexpected movements. Keep your actions short and smooth; the longer you take, the more upset the robber may become.

5. Do what you are told and keep your hands in plain sight. When ordered to do something, give the robber words of assurance, for example, "I'll get the money – here is the money".

7. Talk to the intruder in a slow and polite manner. If you can't or don't know how to comply with the command, give him a clear and convincing reason. "This is all the money we have access to".

8. If you feel yourself start to panic, try to focus on something constructive. What does the person look like: How tall? What color hair? What clothes? Any defining features? Did you notice any scars, marks or tattoos? Did you notice any accents? How did he/she walk? Where did he/she put the money? Did he/she have accomplices?

9. Focus on your safety, the future, and being a good witness.

WHAT TO DO AFTER A ROBBERY

1. Give the robber time to leave then lock the door.

2. Call 911 and then call your Café Coach.

3. Make note of what you can remember: Did he/she leave on foot or in a vehicle? What sort of

vehicle (don't expose yourself to harm to do this)? Direction of travel?

4. Isolate all areas where the robber made contact.
5. Preserve evidence/fingerprints (i.e. avoid handling demand note, if retained).
6. Keep witnesses at location or obtain I.D. information for contact later.
7. Keep witnesses apart to avoid influencing each other's recollections.

PREVENTING DANGEROUS SITUATIONS

1. Stay alert and aware of your surroundings.
2. If you see someone who is acting suspicious inside or outside, call the non-emergency line to have them checked out. Each café should have the local non-emergency number posted near the phone.
3. Watch for suspicious persons outside the business.
4. Don't be afraid to call the police to investigate suspicious circumstances, unusual people or strange noises. It is better to be safe.
4. Never give information to an unknown caller. Report nuisance calls to the police and the telephone company.
5. Write down license numbers of suspicious vehicles to give to the police, if necessary.
6. Park in areas that will be well lit when you return.
7. Keep your personal belongings out of sight.
8. Keep the backroom door at your café locked during open and closed hours.
9. Make sure the entry door is locked when you are closing or opening.
10. Refrain from counting money in the customers' view.

CAFÉ SECURITY

- Back room doors must be locked with key removed from handle at all times. Every certified barista should have a key for the backroom. There shouldn't be a communal back room key that gets left out overnight or left in the door during the day.
- Tip jar should be broken down often to keep it from looking too appealing to passers-by.
- Each café has designated lights that should be left on after the café is closed.
- Staff members must return café keys when giving up standing shifts at the café.

MEDICAL EMERGENCY RESPONSE

Please consult your café's I-Book/Café Ops Tool Book for more information on response and steps to take if you think someone is having a medical emergency. When in doubt, call 911, then your Café Coach.

e.g. If someone loses consciousness, call 911 immediately. They will ask you questions and give you instructions to care for the individual until help arrives.

HOW TO HANDLE IN CAFÉ BURNS

All of the information below was found on WebMD. You MUST fill out an Accident Report in the event you burn yourself in café.

FIRST AID FOR KITCHEN BURNS

1. Run cool water over the burned area, soak it in cool water (not ice water), or cover it with a clean, cold, wet towel for 10-15 minutes.
2. Cover the burn with a sterile bandage or a clean cloth.

3. Protect the burn from pressure and friction.
4. Use over-the-counter medications such as ibuprofen or acetaminophen for pain.
5. Do not apply butter, ice, fluffy cotton dressing, adhesive bandages, cream, oil spray, or any household remedy to a burn.
6. If a burn appears to be severe or you develop signs of infection, call your doctor.

FIRST AID FOR SCALDING BURNS

1. Remove any clothing that is wet from the hot liquid.
2. Slowly cool the injury under running tap water for 30 minutes.
3. Do not apply ice, because it may stop important blood flow to the damaged skin.
4. Do not apply butter or salves to scald injuries.

MILK AND ESPRESSO

These two classes are built to give you hands on time with a barista trainer in a classroom environment without the distraction of customers. In them you will learn to

1. Build drinks Hygienically
2. Use the correct workflow
3. Steam and pour milk intentionally
4. Dial in espresso to recipe and to taste
5. Hand off drinks with the appropriate materials and facing the customer
6. Hand off drinks with a SMILE, a THANK YOU, and a NAME

Your Café Coach will provide you with detailed instructions on how to open/close the bar.

OPENING THE BAR

- Before the café opens, regular, seasonal, and decaf, espresso needs to be dialed in.
- NOTE: The dial in parameters are a guide given to you that must be followed. You should be able to dial in to these parameters and have excellent espresso every time.
- NOTE: If you have a milk allergy and are dialing in and have reached ideal espresso parameters and want to taste your 'spro in milk, then you can taste using alternative milk in a Cortado or smaller. If you'd like anything larger, you'd need to pay the discounted employee soy/almond/oat milk charge.
- Fill sanitizer buckets for sanitized bar towels.
- Put out all towels in appropriate places: One steam wand towel/sanitized, and set in the bin with an inch of sanitizer solution (prepare sanitizer bucket and use solution from sanitizer bucket to prepare your milk bin), one dry towel under the bar, another dry towel for customer cups, and final dry towel either kept tucked in your apron or under the bar to wipe out the portafilter basket.

_____ I understand the procedures of opening a bar and have done so with the help of my Café Coach or Master Barista.

PROPER WORKFLOW BASICS

It's expected that all SCC baristas are able to build espresso drinks efficiently. Following the proper workflow will improve your performance, time, drink quality, and space upkeep. The goal is to be able to build each drink within a minute.

- Tare out both your portafilter scale and your shot glass scale with your portafilter and shot glass on them.
- prep your milk pitcher(s).
- Dose, weigh, settle and tamp your shot.
- While the shot pulls, steam your milk to 145°F-155°F, unless otherwise specified by your customer.
- Build drink immediately and hand off with art facing the customer.
 - If the drink is to-go, work to get your art to face the customer when their name is also facing them. Don't forget their lid!

- If the drink is for here, make sure that the handle is facing your customer's right and any writing or insignia on the saucer is right side up when they are looking at it.
- Recover your bar between drinks.
 - Rinse out shot glasses between all drinks and leave them upside down on the drip tray.
 - Wipe down your counters and drip tray, and clear away grounds regularly.
 - Rinse out your portafilter with the hot water spigot whenever you have time.
 - Similarly, scrub out group heads whenever you have time. Clean equipment makes clean tasting shots.
- Avoid touching your hair, face, clothing, the lip of the cup, and the mouthpiece of the customer's lid.

MIDDAY BACKFLUSH

A midday backflush (or "clear backflush") is a chemical-free cleaning regimen that a barista performs after the morning rush. This procedure clears any build up and readies the bar for the afternoon staff member.

Instructions:

- Carefully unscrew the screen and wipe out the group head with nylon brush and bar towel. **DO NOT LOSE THE SCREW.** Pro-tip: Take a rocks glass and keep the screw in there until it is put back in its place.
- Rinse and wipe off the screen.
- Put the screen back in place.
- Place "back-flush" handle (also called a blind portafilter) in machine.
- Start brew cycle using the manual rocker switch.
- Activate for 5 seconds, stop for 5 seconds. Repeat until no grounds can be seen in the blind portafilter. (or follow manufacturer instructions as indicated on urnex label).
- Take the basket out of the dirty portafilter and scrub all the metal. Rinse portafilter before reattaching to the group head.
- Change sanitizer bucket water.
- Clean Steam Wands without any cleaner. (See "Cleaning Other Parts of the Bar")

CLOSING BACKFLUSH

A closing backflush uses Urnex/Cafiza and Rinza to completely clean the bar after all customers have been served for the day. Be very detail-oriented about this procedure.

Instructions:

- Carefully unscrew the screen and wipe out group head with nylon brush and bar towel. **DO NOT LOSE THE SCREW.** Pro-tip: Take a rocks glass and keep the screw in there until it is put back in its place.
- Rinse and wipe clean the screen.
- Put the screen back in place.
- Using the nylon brush measuring scoop, measure out one scoop of Urnex/Cafiza into the blind portafilter basket. Urnex is in a white cylindrical container, labeled Cafiza.
- Add the same amount of Urnex in an empty 32oz pitcher. Disassemble portafilter, and place the dirty components (basket, spring, portafilter) in the pitcher. Add hot water; do NOT submerge the rubber handle in the suds or water (see further instructions in the following section).

- Place “back-flush” handle (also called a blind porta-filter) on machine.
- Start brew cycle using the manual rocker switch.
- Activate for 5 seconds, stop for 5 seconds. Repeat 10 times, then let rest while you wipe out the dirty portafilter. (Or follow manufacturer instructions).
- Flush group head and rinse out blind portafilter.

CLEANING SCREENS, SCREW, FILTERS AND PORTA-FILTERS

- Using the nylon brush measuring scoop, measure out one scoop of Urnex in a stainless steel pitcher and add approximately 1 quart of hot water from the brewer.
- Disassemble the portafilter before soaking. Have your Café Coach or Master Barista show you how to disassemble the portafilter.
- Soak filters, portafilters, bar screw and screens for at least 10 minutes. Scrub with green pad (except screen) and rinse thoroughly, and then re-assemble. Do not soak plastic handles of the porta filters in the Urnex.
- After soaking, use a green scrub pad to thoroughly clean the area of the portafilter under the basket. This area is clean when it shines gold (if they are stainless brass). There should not be any brown espresso oil build up if the procedure is done correctly.

Pro-tip: Avoid using green scrub pads on fresh new portafilters..

CLEANING OTHER PARTS OF THE BAR

- Wash trays, milk pitchers, milk towel bin, and shot glasses.
 - If there’s a lot of burnt milk residue on your steaming pitchers, wash them using Rinza.
- Wipe down the entire machine
- Remove drip tray
- Pour leftover portafilter soak water down the trap of the espresso machine, under the drip tray.
- Use Rinza to clean steamwands.
- Re-assemble the machine. Attach the porta-filter to the group head to keep it hot overnight.

For Steam Wands:

1. Fill a 32oz pitcher with 17oz hot water per 1oz Rinza
2. Set pitcher in the steam wand. Soak for 15 minutes
3. Remove the wand from the pitcher.
4. Purge wand to remove excess cleaner
5. Wipe wand with a clean, damp towel.
6. Using the same solution, repeat steps 1-5 for the opposing wand.
 - a. If the solution has cooled down, use the steam wand to warm it back up.
7. Pour the remaining solution down the pitcher rinser
 - a. this step should happen after using Nature's Way
 - b. No need to flush

Note: This should be done daily

For Pitchers:

1. Fill a (clean) red sanitizer bucket with 2 quarts (64oz) of hot water
2. Add 4oz of Rinza to the bucket
3. Soak pitchers for 15 minutes
4. Use green scrub to remove any excess residue
5. Rinse pitchers with fresh water

Note: It may be easier to create a few buckets of Rinza solution in the sanitizer bucket and then immediately dump it into an empty sink or tan dish bucket. By doing so, you can accurately mix the solution and then use a larger vessel to soak.

Note: This should be done weekly

CLEANING OTHER ITEMS

- Clean syrup squeeze bottles thoroughly and use the pipe cleaner to clean the top. Do this every time a bottle empties and before refilling.
- Clean whipped cream dispensers fully disassembling between uses and use the pipe cleaner to clean the spout and tight spaces.
- NOTE: Make sure to thoroughly rinse out pitchers in between each use. Be extra vigilant before steaming non-dairy milk.

DRAIN CLEANER

Please be sure that you are using your drain cleaner at least once per week for items in the café that need it. Your drains will clog up and smell if you don't!

- Do NOT use on espresso bar trap drain.
- Useful for pitcher rinsers, sinks, bathroom drains, etc.



TRADITIONAL

NOTE: Honey, MSM, WCM, M, & Ca should always be stirred with espresso before topping with milk.

Steam all milk beverages to 145-155°F

ESPRESSO (E) / SEASONAL ESPRESSO (S.S.)

42-44g total
27-33 sec extraction
served in demitasse w/spoon

MACCHIATO (MAC)

double espresso
1 oz microfoam milk
served in demitasse w/spoon

CORTADO (CO)

double espresso
2 oz microfoam milk
served in 4.5 oz cortado glass

TRADITIONAL CAPPUCCINO (TC)

single espresso
5 oz microfoam milk
served in 6 oz ceramic mug

TO-GO CAPPUCCINO (C)

double espresso
equal parts foam/milk

AMERICANO (A)

fill cup with hot water
room for espresso
2 shots for 8 oz & 12 oz; 4 shots for 16 oz & 20 oz

CAFÉ AU LAIT (AUL)

1/2 drip coffee
1/2 microfoam milk

OVERDRIVE (OD)

drip coffee
double espresso

HOT CHOCOLATE (HC)

syrup
- 8oz: 31g - 12oz: 50g
- 16oz: 70g - 20oz: 90g
microfoam milk
whipped cream (optional)

STEAMER (ST)

syrup
- 8oz: 1 pump - 12oz: 1.5 pumps
- 16oz: 2 pumps - 20oz: 2.5 pumps
microfoam milk
whipped cream (optional)

SYRUP RECIPES

Makes 1 squeeze bottle (Hand Wash bottles only)

MSM

1. Mix 200g 1883 cinnamon syrup, 300g Mocha syrup, and 20g Mex spice mixture

MOCHA (Makes 1 batch)

1. In a pitcher, mix 1320g of hot water and 1320g of mocha powder. NOTE: 1320g = 2.9 lbs.
2. Whisk until well mixed.

MATCHA SYRUP

1. In separate pitchers, weigh out 350g SCK vanilla and 35g Barista Matcha. Combine and shake together well.

WHIPPED CREAM RECIPE:

1. Mix 400g heavy whip cream and 40g SCK vanilla bean syrup

LATTE

LATTE (L)

double espresso
microfoam milk

LATTE WITH 1883 SYRUP (L) (Cin, Haz, Mint, & SF)

syrup (mark on cup)
- 8 oz: 1 pump - 12 oz: 3 pump
- 16 oz: 2 pumps - 20 oz: 4 pumps

double espresso
microfoam milk

BOSTON LATTE (BL)

honey
- 8 oz: 13g - 12 oz: 20g - 16 oz: 28g - 20 oz: 35g
2 shots for 8 oz & 12 oz; 4 shots for 16 oz & 20 oz
microfoam milk

CARDAMOM LATTE (CL)

SCK cardamom syrup
- 8 oz: 16g - 12 oz: 23g - 16 oz: 28g - 20 oz: 35g
double espresso
microfoam milk

VANILLA BEAN LATTE (VBL)

CARAMELLA (CA)

SCK vanilla syrup/caramel sauce (stir espresso and caramel)
- 8 oz: 13g - 12 oz: 20g - 16 oz: 28g - 20 oz: 35g
double espresso
microfoam milk

MOCHA (M)

mocha syrup
- 8 oz: 21g - 12 oz: 34g - 16 oz: 47g - 20 oz: 60g
double espresso (stir espresso and mocha)
microfoam milk
whipped cream (optional)

MEXICAN SPICE MOCHA (MSM)

MSM mixture
- 8 oz: 25g - 12 oz: 40g - 16 oz: 55g - 20 oz: 71g
double espresso (stir espresso and mocha)
microfoam milk

WHITE CHOCOLATE MOCHA (WCM)

white mocha syrup
- 8oz: 22g - 12oz: 35g - 16oz: 49g - 20oz: 63g
double espresso (stir espresso and mocha)
microfoam milk
whipped cream (optional)

CHAI LATTE (CH) or MAKE IT SPICY! (SP CH)

milk: - 8 oz: 120g - 12 oz: 210g - 16 oz: 300g - 20 oz: 390g
chai: - 8 oz: 40g - 12 oz: 70g - 16 oz: 100g - 20 oz: 130g

For Spicy Chai-flip the milk and chai weights

LAVENDER LATTE (LL)

Lavender syrup
- 8 oz: 15g - 12 oz: 25g - 16 oz: 34g - 20 oz: 43g
double espresso
microfoam milk

MATCHA LATTE (ML)

Matcha syrup
- 8 oz: 10g - 12 oz: 14g - 16 oz: 18g - 20 oz: 21g
½ microfoam milk and stir
Rest of microfoam milk

LAVENDER LONDON FOG (LLF)

1 Earl Grey tea bag + Lavender syrup
- 12 oz: 25g - 16 oz: 34g - 20 oz: 43g
Steam microfoam milk
Inform customer of 5min steep time



COLD

NOTE: Honey, MSM, WCM, M & Ca should always be mixed with espresso before adding to cold milk.

AND: * $\frac{2}{3}$ full is above the name line on 12 and 20 oz cups, but sits on the name line on the 16oz cup*

COLD BREW (CB)

fill cup $\frac{2}{3}$ full with cold brew
top with ice

ICED LATTE (IL)

fill cup $\frac{2}{3}$ full with cold milk
double espresso
top with ice

ICED LATTE WITH 1883 SYRUP (IL)

syrup (mark on cup)
- 12 oz :2 pumps - 16 oz: 3 pumps - 20 oz: 4 pumps
fill cup $\frac{2}{3}$ full with cold milk
double espresso
top with ice

ICED BOSTON LATTE (IBL)

fill cup $\frac{2}{3}$ full with cold milk
Mix honey & double espresso
- 12 oz: 20g - 16 oz: 28g - 20 oz: 35g
2 shots for 12oz; 4 shots for 16 oz & 20 oz
stir well pour mixture into cold milk and top with ice

ICED MOCHA (IM)

fill cup $\frac{2}{3}$ full with cold milk
Mix mocha & double espresso
- 12 oz: 34g - 16 oz: 47g - 20 oz: 60g
stir well pour mixture into cold milk and top with ice

ICED AMERICANO (IA)

fill cup $\frac{1}{3}$ full with cool water
2 shots for 12 oz; 4 shots for 16 oz & 20 oz
top with ice

ICED MATCHA LATTE (IML)

fill cup $\frac{2}{3}$ full with cold milk
- 12 oz: 20g - 16 oz: 26g - 20 oz: 30g
stir well and top with ice

RISHI TEA

2 Tbsp per 16 oz water

NOTE: Add 50g ice to cool to 160°F | Add 25g ice to cool to 180°

PEACH BLOSSOM

temp: 180°F
steep: 4 min

EARL GREY SUPREME

temp: 200°F
steep: 4 min

ENGLISH BREAKFAST

temp: 200°F
steep: 4 min

JASMINE GREEN

temp: 180°F
steep: 1.5 min

MAGHREB MINT

temp: 185°F
steep: 3.5 min

BLUEBERRY ROOIBOS

temp: 200°F
steep: 5 min

TURMERIC GINGER

temp: 212°F
steep: 5 min

ICED RISHI TEA (IT)

take 1 tea bag and place in Hario Decanter
fill with 300ml hot water from spout
steep 5min

fill 20oz cup all the way with ice
pour tea on ice

ICED LAVENDER LONDON FOG (ILLF)

1 Earl Grey tea bag + Lavender syrup
- 12 oz: 25g - 16 oz: 34g - 20 oz: 43g

add $\frac{3}{4}$ amount of steamed milk
steep 4 min

remove tea bag and fill w/ ice

BLENDED DRINKS

SMOOTHIES (MS OR 4BS)

Using the guide, fill cup with fruit puree, water, and ice
blend, pour

Cup Size	Fruit Puree	Water	
12oz	100g	100g	Top w/ ice
16oz	125g	125g	Top w/ ice
20oz	150g	150g	Top w/ ice

FROZEN LATTES (SOFT SERVE)

Use scale to weigh out ingredients and blend.
Use chart below for weights.

CUP SIZE	SOFT SERVE	ICE	FROZEN VANILLA	FROZEN MOCHA	FROZEN CARMEL
12 OZ	140g	150g	13g	21g	13g
16 OZ	170g	180g	20g	34g	20g
20 OZ	230g	240g	28g	47g	28g

BREW METHODS

V60 (medium)

BREW SIZE	COFFEE (g)	WATER (g)	TIME (min)
12oz	24	360	1:50-2:30

“FOR HERE” DRINK GUIDE

Please refer to the following details and images to consistently build “For Here” beverages that are beautiful and intentional.

Espresso: Shot pulled directly into demitasse served with small saucer and demi spoon



REASON: A spoon and saucer are provided because many customers like to stir their crema into the rest of their espresso. In this case, in addition to being a beautiful part of the presentations, the saucer provides a place to keep the spoon. We do not decant espresso from a shot glass into the demitasse because the flecking that can be achieved through a well-pulled shot of espresso is beautiful.

Macchiato: Serve with demitasse and small saucer only ***No spoon.



REASON: Saucers are beautiful and add to the presentation of this very small beverage, but spoons are unnecessary for all espresso and milk beverages as they are not traditionally stirred beverages.

Cortado: Cortado cup only ***No saucer. No spoon.

Reminder: Max temp of 140°F vs. all other beverages which must be steamed to 145°-155°F



REASON: Traditionally, Cortados are meant to be “thrown back.” Any more than the glass it comes in would be excessive and an unneeded “frill.”

Cappuccino: 6 oz cup and large saucer ***No spoon



REASON: Saucers improve the presentation of this beverage. No spoon should be provided unless requested by the customer as espresso and milk beverages are not traditionally meant to be stirred.

Latte: 8oz or 12oz cup and large saucer ***No spoon



REASON: Saucers improve the presentation of this beverage. No spoon should be provided unless requested by the customer as espresso and milk beverages are not traditionally meant to be stirred.

V60: Decanter and preheated 10oz mug ***10oz mug preferred. If not available, latte cups are acceptable.



REASON: Keeping the coffee in a separate decanter gives the customer freedom to fill their cup to a level comfortable for them. They may wish to add cream or sugar. The volume produced by the V60 takes up more space in the mug than would allow room for cream and sugar.

Iced Lattes, Frozen Lattes, Teas: Pint glass only ***No sleeve or saucer or spoon.



REASON: The glue that holds the sleeve together consistently gets stuck to cafe glasses and does not easily come off without ruining the glass.

Hot Tea: Decanter full of hot tea and tea bag, 8oz or 12oz latte cup, large saucer, and spoon (Demi spoon or regular sized spoon are acceptable.)



REASON: Latte cups and their accompanying saucer provide a place for customers to place their tea bags to keep in the event they wish to get more hot water and resteat their tea. Spoons are provided to help the customer remove their tea bag.

LATTE ART EXPECTATIONS:

Latte service expectation: Certified SCC baristas will serve GREEN art in a clean cup, faced toward the customer, and filled to the brim.

MILK TEMPERATURES

- Lattes are expected to be steamed to 145-155°F unless otherwise requested.
- If a customer asks for not-so-hot or a kids temperature beverage, please steam your milk to 120-130° F.
 - FYI, this is also the temperature to which we steam Cortados!
- If a customer requests an extra hot beverage, please steam your milk to 180° F.
- Of course, a customer may also request any temperature milk they desire. We will do our best to fulfill their request within the range of possibilities. E.g. “I want my latte so hot you can’t even pick up the cup without throwing it back on the counter.”
 - “Alright, pal. I’d be happy to do that so long as you let me double cup it so I don’t burn myself. I’ll see what I can do!”

GREEN art must have all of the following...

- Good contrast: Good definition between the white and brown in the cup.
- Centered in the cup: Hearts, tulips and rosettas will not lay toward the bottom, top, left, or right of the cup.
- Fills the surface of the cup: The white of the art makes up the majority of the surface of the latte.
- Has excellent microfoam: Steamed foam has very small and consistent bubbles, and enough of them for a latte. Green art will be difficult to achieve with less than good microfoam. Microfoam must be glossy and have a beautiful sheen.
- Is finished: Hearts, tulips, and rosettas that do not have a final draw-through or finishing line, are considered unfinished art. This happens when we run out of milk or simply mess up by jerking a little and lifting our pitcher without carrying the final stream through.
- Is Intentional: Similar to being “finished” unwanted wobbliness or splotches will prevent art from being GREEN.

Do your best to pour GREEN art every time. If you make a mistake steaming your milk and it will not be good enough for GREEN art, then start over with new milk.

- It is expected that baristas can pour GREEN art consistently (90% of the time) in whole, almond, and oat milk beverages.
- Baristas should focus on achieving GREEN hearts before moving on to tulips, rosettas, and etc...
- Pouring higher level art and working on achieving GREEN art in higher level pours is encouraged in tandem with support from your Coach or a Master Barista.
- It’s encouraged that a barista will pour beautiful GREEN hearts during a rush until they are comfortable and ready to pour higher level GREEN pours consistently.
- All drinks must have attempted art and it is unacceptable to prepare any beverage whether a cortado to-go, au-lait, or anything else without remarkable care.

EXAMPLES OF GREEN ART:



RED art...

- Small and off center
- Big bubbles
- Microfoam that is too thick/too thin for good contrast
- Art that was not finished/the draw through incomplete
- Art that is off center and/or does not make up a good deal of the surface of the cup
- Unintentional, e.g. the barista ran out of milk and wasn't able to finish their pour.

EXAMPLES OF RED ART:



STEAMING HOT DRINKS

WTF? (What the Foam?): Latte vs. Cappuccino

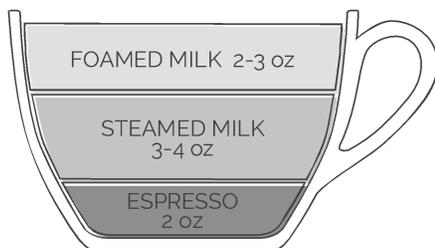
At Stone Creek Coffee, we're always on a mission to #neverstoplearning and to #createremarkablecare. The goal is to both provide a consistent drink to our customers and provide a remarkable experience. In order to do this, please reference the diagrams below to better showcase the difference between how to make a latte and cappuccino.



Latte (*n.*) an espresso-based beverage prepared with espresso and micro-foamed milk such that there is not more than $\frac{1}{5}$ of the beverage's volume composed of foam (1oz of foam/4oz milk and espresso)

Temperature: 145 - 155° Fahrenheit

Volume: 1oz foam (8oz) , 2oz foam (12oz), 3oz foam (16oz), 4oz foam (20oz)



Cappuccino (*n.*) an espresso-based beverage prepared with espresso and foamed milk such that there is $\frac{3}{8}$ - $\frac{1}{2}$ of the beverage's volume composed of foam (2-3oz foam/4oz milk). (Note: in a traditional cappuccino, 6oz, this is also true. 1 shot of espresso with equal parts milk and foam.)

Temperature: 145°-155°Fahrenheit

Volume: 2-3oz foam (8oz), 5-6oz foam (12oz), 9-10oz foam (20oz)

BAR BASICS: COLD DRINKS

Practice by assembling each drink once. Use the Bar Basics Worksheet. Please TRY a sip of every beverage so that you are able to explain them to customers. When building cold espresso beverages, there is a proper order of procedure to follow. Please review the laminated Drink Recipe Guide in the cafe regularly as it will be the most up-to-date reference for all recipes.

Iced Lattes

1. Weigh syrup inside cold cup
2. Add espresso shots to syrup and stir
3. Add milk to the cup. Fill $\frac{2}{3}$ full (above the name line on 12oz and 20oz cups and at the name line on 16oz cups)
4. Stir again
5. Add ice to top of cup

Frozen Lattes

1. Place the blender on your scale and weigh out the syrup in the blender.
2. Tare out the scale and weigh out the soft serve on top.
3. Add the espresso to the blender on top of the other liquid ingredients.
4. Add the specified amount of ice.
5. Once all of the ingredients are in the blender, cover the blender with the lid and blend until smooth.
6. Fill the designated cup with the blended drink and serve.

Smoothies

1. Using the guide, fill the cup with smoothie mix and water.
2. Add ice to top of cup
3. Add ice, water, and smoothie mix into the blender
4. Once all of the ingredients are in the blender, cover the blender with the lid and blend until smooth.
5. Fill the designated cup with the blended drink and serve.

Grinding coffee correctly is extremely important to the taste in the final cup. Be sure you completely understand how to grind coffee before serving customers in the café. Refer to your EK-47 (COD grinder) guide for the appropriate grind setting on the grinder for each desired brewing method. Service Technicians are responsible for calibration and cleaning the EK-47 in your cafe. If you find an issue with your EK, please discuss the last time your EK was maintained with your Coach.

GRIND SETTINGS FOR EK-47

Please follow the grind cards near your grinder to ensure you are grinding on the correct settings.

Please make sure you understand how to use the following grinds:

- Turkish: Finest Grind (nearly powder)
- Espresso (For most at-home espresso machines): Fine Grind
- Aeropress: Fine Grind
- Refillable K-Cups (For Keurig machines): Fine to Medium Fine Grind
- V60: Medium Fine Grind
- Cone: Medium Grind
- Flat (This is common for giving as a gift for flat bottom drip coffee makers): Medium Grind
- COD (This is what we use to brew COD in café): Medium Grind
- Chemex: Medium Coarse Grind
- Clever: Medium Coarse Grind
- Peculator: Coarsest Grind
- French Press: Coarsest Grind

USING THE EK-47 GRINDER

- Use the designated block to prop up 1lb bags and the vessel for grinding COD. After the grinding is completed, gently tap the grinder chute with the grinder area brush to expel trapped grounds.
- The coffee grinder MUST be vacuumed at each closing shift.
- The coffee grinder hopper needs to be hand washed daily as indicated on the daily checklist. Hand wash means: Do not put in sanitizer.
- You MUST turn on the grinder before grinding coffee. This ensures more consistent grind particles and less wear on the grinder burrs and motor.

BREWING AND BEAN BASICS: (FETCO dispensers)

To offer the best of all the love and toil that has gone into every coffee Stone Creek roasts and sells, it is imperative that we consistently brew all of our coffee well. You must follow this standard while working in café.

Your Café Coach and Master Barista will show you:

- How and when to prep Coffee of the Day (COD). Getting this done in the morning after the initial rush is recommended.
- Where the COD is kept.
- How to choose the coffee brewed as COD.

Brewing on the FETCO:

- Hot water will be brewed into the shuttles before open to warm them up.
- The power button should always remain on.
- We dispose of brewed coffee 1.5 hours after brewing for quality assurance (THIS IS NOT OPTIONAL, THIS IS THE STANDARD. MAKE SURE TO USE BREW TIMERS FOR ALL COD THAT IS BREWED).
- Before brewing each new batch, make sure to give the shuttle a rinse with water to avoid brewing into old coffee.

FETCO brewers are programmed to brew with this ratio:

Batch Size	Amount of Coffee (lbs)	Amount of Coffee (g)	Grind Size
5.67 liters (Cambro/Coffee Box ONLY)	.71lbs	320g	20
3 liter	NA	162g	18
2 liter	NA	108g	17.5

HOW TO BREW EXPERTLY

1. Place the filter in the brew basket. Make sure the brew basket is grounds-free before putting a filter in it. Be sure to carefully tuck the filter under the basket so that it doesn't fold over while brewing. If the filter does fold over during brewing, it will cause grounds to get in the coffee.
2. Before brewing, make sure the shuttle is rinsed and pre-warmed with brewer water.
3. Find the corresponding grind setting for the desired brewing method. Turn on the grinder, set the grind vessel under the chute, then pour whole bean coffee into the hopper.
4. Put your freshly ground coffee into the filter. Level the grounds bed to ensure even extraction.
5. Insert the basket into the machine.
6. Be sure the gray cover plug is OPEN and that the funnel is inside the dispenser. Also, ensure that the dispenser is empty before beginning a brew cycle. For decaf, when brewing into an airpot, make sure the airpot is fully open, and the funnel is removed.

7. When the dispenser is ready, push the start button corresponding to the appropriate brewer located in the middle of the control panel.
8. Start the timer. Timers can be fastened by the clip onto the splash guard, resting on the splash guard, rubber-banded to the faucet, or fastened to the front of the shuttle using Velcro. We hold our coffee for one and a half hours MAXIMUM, NO EXCEPTIONS.
9. Be sure to label the shuttle with its appropriate Coffee ID sticker. Replace the previous sticker onto the "home" sheet to keep it safe.
10. These machines use a PULSE brew. Water will be dispensed for a specified amount of time (about 10 seconds), stop for several seconds, and then dispense more water until the brew cycle is complete. The brewing cycle for a half batch is about 5.5 minutes; a full batch takes about 7 minutes.
11. When the brewing cycle is complete, be sure to open the top of the dispenser and flip the gray cover plug closed so the hot coffee stays hot.
12. Throw away used filter and grounds. Rinse out the brew basket before returning to the Fetco.

CLEANING THE SHUTTLE DISPENSERS AND STANDS

SHUTTLE DISPENSER CLEANING: NO FETCO equipment should ever go in the sanitizer. Brush & urnex can be used and ONLY ON THE INSIDE of the dispensers.

1. The dispenser funnels should NEVER BE SUBMERGED in water. Run hot water through the dispenser continuously for a minute at night to be sure that the coffee residue is removed. Wipe funnel clean to remove buildup from sensors.
2. The dispensers should be scrubbed well nightly with the provided brush or green scrub pad and hot water. The brush provided is labeled "FETCO" and should only be used for the brewers. Soap is not needed on the dispensers because it will build up inside the dispensers and taint the coffee. Be sure to rinse the lid well, and wipe down the outside of the dispensers nightly. Use a pipe cleaner to clean the spout to eliminate buildup.
3. Checklists include a thorough urnexing of the dispensers two times per week.
HOW TO URNEX: Using the teaspoon on the end of the bar group head brush, measure out one scoop of urnex. Place the urnex directly into the empty brew basket. Put the dispenser under the brew basket and brew a full batch of hot water into the dispenser. Allow the dispenser to sit for a few minutes, drain the water through the faucet and scrub well with a green scrub pad. Be sure to rinse the dispenser very well and run clean water through the faucet to get the entire urnex chemical out of the equipment. The inside of the shuttles should be silver when cleaned.
4. Store the cleaned dispensers upside down with the gray cover plug open on the drying rack overnight. NEVER store the dispensers right side up with water in them overnight or with the cover plug closed. Air must be allowed to flow in and out of the dispensers overnight. Ensure that the funnel is left OUT of the dispensers overnight, too.

5. Scrub the spray head with the FETCO scrub brush and hot water. When the dispensers are Urnexed on the specified nights, also hand wash the spray heads with soap and water.
6. Be sure to wipe down the spray head area of the machine thoroughly. There are ridges in this area, so take your time to get all the coffee residue off the machine.
7. Detach the drip tray and wash this with soap and water nightly.
8. The brew baskets should also be cleaned with soap and water nightly. Urnex and scrub brew baskets 1x/week to avoid coffee stain build-up.

STAND CLEANING:

1. Using a damp cloth, thoroughly wipe the entire base off throughout the day and nightly. Be sure to get the bottom and sides as it is inevitable that coffee will splatter over the stand. If needed, washing the stand by hand with soap and water is acceptable.
2. Remove the grate & tray that catches spilled coffee and wash nightly. Remove by pushing down the tab in the back of the stand.
3. Do not put stands in the sanitizer to avoid damaging them.

ADDITIONAL NOTES

- Always use the handle to lift the dispenser! Never lift the dispenser by the base. Move both the base and the dispenser separately.
- The FETCO brewers will not allow you to brew unless the water is up to temperature. If the machine says something similar to “LO 192” or “No Heat” on the communication screen, this means that the water is filling up. None of the start buttons will be illuminated and you will not be able to start a brew cycle. It only takes a few minutes for the water to be up to temperature before brewing can resume.
- If the screen reads “NO BASK” that means the basket is not placed completely into the machine.
- Hot water: You will be using the hot water spout for tea and americano water. Hold down the water distribution button until you have all the water you need. The faucet turns off once the button is released. Be aware that this water is very hot!
- Freshness Time: On the dispensers, there is a screen that displays segmented portions of a circle. The first quarter represents the first 15 minutes then adds a second quarter creating a half hour metric. This continues until a full circle is formed (one hour) and then begins a second quarter mark until 4 hours are completed. However, we will still be using our timers and should never go beyond the one-and-a-half circle mark because we will be brewing every 1.5 hours.

- "V" Shape: Also on the dispenser screen is a "V" shape. Inside the V shape are lines that communicate how much coffee is left in the dispenser. As the coffee is used up, the V drops down in size, which communicates the accurate level of coffee remaining. If the V flashes, the funnel inside the dispenser is dirty. Take it out, wipe it off and rinse it well. If the lines inside the V are flashing, the battery on the funnel is low. Place a maintenance request for a new funnel to be purchased because the battery is not replaceable.

MANUAL BREW METHODS

In addition to COD, every café has supplies for brewing V60s. There are standards to brewing coffee by brew method:

Method	Size	Dose	Water Dose	Brew Time	To Go	For Here
V60*	12oz	24g	360 g	1:50-2 mins	12oz Cup	Mug & Decanter
Aeropress	7oz	20g	200g	1:30 mins	8oz Cup	Mug
Chemex	28oz	56g	840g	5-7 mins	N/A	N/A
French Press	28oz	56g	Fill Carafe	4-5 mins	N/A	N/A

*NOTE: We only serve V60 on the brew bar. The other methods will still be sold in café, although not served on the brew bar. The café will have access to an Aeropress, Chemex, French Press for barista training and customer demos (if a customer is interested in purchasing a brew method for themselves and does not know how to use it). These brew methods should only be used for training and not be offered off-the-menu for brew bar.

HOW TO BREW

V60

- Fill kettle with water from the FETCO.
- Use approx. 200 grams of water to rinse the filter and to ensure proper preheating of the kettle, V60, and decanter.
- Dump rinse water, refill the kettle, place decanter and V60 on the scale. Tare.
- Weigh out 24 g of coffee. Grind coffee for a V60 at 14 and pour into the V60. Check to see that there are 24g of ground coffee in your V60.
- Tare out scale again. Level out the bed of grounds.
- Start the timer and add the 70g of water for a bloom. Immediately swirl your grounds.
- At 30 seconds, pour using a clockwise motion beginning in the center and work out toward the edges of the V60. Pour continuously until reaching your final weight of 360g and take your spoon and make a quick stir around the top of the V60 in the same direction as the pour.
- The brew should finish draining between 1:50 and 2:30min
- Tip: If it takes more or less time, double check your work and make sure your grinder is properly calibrated. Occasionally some coffees will call for a different grind size.
- Finally, remove V60 and throw away filter/spent grounds.
- Fully incorporate brew before decanting. You may by swirling vessel aggressively or using a utensil to stir.
- Enjoy your work.

AEROPRESS

- Separate Aeropress into three pieces; the plunger, the brew chamber, and the filter basket.
- Place plunger upside down on counter. Flip the brew chamber upside down and place over the plunger so as to not go past the printed 4 on the side of the brew chamber, and so that brew chamber and plunger are aligned.
- Set filter in basket. Rinse. Set aside.
- Grind coffee for an Aeropress at stop 8.
- Place Aeropress on scale. Place funnel in Aeropress. Tare scale.
- Use funnel to ensure all grounds make it into the Aeropress brew chamber.
- Check to see that there are 20g of ground coffee in your Aeropress. Remove funnel. Tare.
- Tip: Be sure to have the Aeropress set level on the scale.
- Start timer as you add the 80g of water for your bloom.
- Grasp Aeropress in one hand and stir the bloom aggressively for 3 seconds.
- Wait for the remainder of the 30 seconds before adding the rest of the 200g of water.
- At one minute, stir 3 times. Screw the filtered basket into place and bring your brew vessel/jar to the “top” of the Aeropress.
- Once the two meet, flip the brewer and vessel together to bring the entire brewer right side up on the counter. *Do not plunge on scale!!*
- Plunge down until the hiss.
- The final brew time will be approximately 1:30 minutes.

CHEMEX

- Weigh out 56g of whole bean coffee.
- Fill kettle with hot water.
- Grind coffee medium / coarse.
- Place filter (with 3 fold side facing the spout) into the Chemex. Preheat and flush with hot water.
- Pour out water via the non-spouted side.
- Pour ground coffee into filter. Settle grounds.
- Set Chemex onto the scale. Tare the scale.
- Pour 100g of water to saturate the grounds. This bloom should last about 1 minute.
- After bloom, add 200g of water to set the grounds bed. This will be the maximum volume of water you allow into the Chemex.
- As the water begins to drain, add 100g of water to the bed, refilling to the top line.
- Repeat until 840g is reached.
- Allow the coffee to drain. Remove filter. Gently swirl brew.
- Pour into your favorite mug and Sip Slowly.

FRENCH PRESS

- NOTE: This is for a 32oz French Press.
- Weigh out 56g of whole bean coffee.
- Fill the kettle with hot water.
- Grind coffee coarse.
- Preheat French Press with hot water. Pour out.
- Pour in ground coffee.
- Pour water halfway up the French Press. Wait 30 seconds.
- Stir vigorously with a spoon to break up crust. Add water until just below the spout.

- Place filter screen on press and press down so grounds are fully submerged. Wait 4 more min.
- At 4:30, begin to slowly push down the plunger. You should never “force” it down. When the plunger reaches the bed of grounds, stop.

PRE-PORTIONED BREW BAR TINS

Pre-portioned tins must be filled with ≈ 2 grams of coffee over the proper dose and labeled for each brew bar coffee and method. These tins should also be labeled with the roast date for those coffees and then be cycled out when 14 days have passed beyond the roast date. It is also key to keep refilling tins ASAP after they have been used.

BREWING TEA TO GO

It is expected that tea tins will be full with portioned tea and ready to use at all times in the cafe. Each tea requires 2 Tbls per 16 oz of water. Portion bags to the recipe and leave space for the tea to grow.

When a customer orders tea to go, the barista on the register will follow these steps:

- Place a sleeve on a 16oz cup.
- Fill the cup with hot water, using a thermometer to ensure proper brew temperature for the respective tea. (Add ice cubes for teas requiring cooler temperatures).
- Select the tea ordered from the tea tin by using tea tongs to remove the bag from the tin.
- Place cap back on tea tin to keep tea from excessive exposure to air
- Lid the 16oz cup and inform the customer of the brew time for their tea

BREWING TEA FOR HERE

When a customer orders a tea for here please follow these steps:

- Brew tea in Hario server per brewing guide.
- Serve customer Hario server and latte cup and saucer with a spoon. DO NOT USE PINT GLASSES FOR TEA.
- Inform customers of their brew time

BEAN MANAGEMENT

With a dynamic café comes new and innovative products. There are always new coffees launching, so please make sure that you are reading the Weekly Ops Recap and Coffee Notification sheets to be prepared. In addition, we have several rotating seasonal espresso and coffee beverages available to customers. It's expected that you take the time to #NeverStopLearning before each coffee launch.

- There are four categories in our coffee lineup: Year Round, Seasonal, Small Batch, and Short Runs
- Each time there is a new coffee or composition, your cafe will receive a Coffee Notification sheet. This will have valuable information about the coffee, the origin farm, roast profiles, and additional origin information. You are expected to read this sheet as soon as it arrives. Please keep yourself up to speed on all of the offered information.
- It is expected that you familiarize yourself with the taste/characteristics of our coffees by preparing manual brew methods periodically during your shifts and noting what you taste on that sheet.
- Taste and describe all new coffees immediately and before beginning a day of serving customers.
- It is your responsibility to know how to accurately describe all the beans and products we offer.
- Coffee is kept in clear plastic bags fresh from the factory. They are dated on the day they were roasted. Reference the Coffee Freshness section below for more information on mark-out of coffee.
- Coffee that arrives to your store in prepack bags will have the roast date on them and will need to be tagged with a price sticker. Ask your Cafe Coach or Master Barista where to find these price stickers and where to place on the bag.
- Ask your CafeCoach how your café rotates coffee. Always practice FIFO: First In, First Out.

YEAR ROUND

Coffees in the year round line are meant to be stable offerings. You will notice when items in this line change, but expect these coffees to be always available. The best way to explain this part of the line: These are coffees that 90% of the coffee drinking demographic will enjoy, but caters more to people who appreciate consistency, sweetness, and, at times, a bit more roast in their coffees.

Our year round line currently has the following coffees:

Boneshaker-Light
Green Dragon-Light
Ring of Fire-Light
Cream City-Medium
Voyager-Medium
Decaf Cream City-Medium
Brazil Carnival-Medium
Green Bike-Medium
Decaf Green Bike-Medium
Black Sheep-Dark
3 Volcanoes-Dark
Classic French-Dark

WHERE DO OUR COFFEES COME FROM?

You will learn more about coffee origins and processing in classes, but it is important to have a basic understanding of our coffees and relationships in particular so that you can comfortably talk about them with customers.

We purchase from about six different countries at any given time. Most of these countries are in Central and South America, but occasionally we will also purchase from Africa (Burundi). The table below outlines the basic origins of many of our year round coffees.

	Mill/Importer	Year Round Coffees
Central America		
Guatemala	Mills-San Miguel and San Sebastian	3 Volcanoes and Ring of Fire
Nicaragua	Importer-Caravela	Voyager, French
Costa Rica	Mill-MICEPA	Green Dragon
South America		
Colombia	Importer-Caravela	Boneshaker, Decaf Cream City, Decaf Green Bike
Brazil	Importer-Royal	Carnival, French
Africa		
Burundi	Mill-Long Miles	N/A

As you can see, five out of the six basic origins also make up one of our year-round, single origin offerings. Otherwise, the rest of our year round coffees, Green Bike, Cream City, and Black Sheep, are a composition of roasts and origin. Throughout the year, these compositions change based on seasonality and crop freshness, but the basic taste profile will stay consistent.

To keep up on what is in each composition you can reference your Coffee Resource Book or even study up by going online to reference our website StoneCreekCoffee.com and “shop by roast” or “shop by region”.

Use the Coffee Worksheet in your cafe’s printed Training Manual to help you study about our coffees.

SEASONAL

The seasonal coffee line consists of one offering that changes five times throughout the year. The line features coffees with seasonal descriptions including the following coffees: Snowmageddon, Bloom, Fest, Harvest, and Santa’s Revenge. These coffees are often compositions of fresh crop coffees and

tend to be accessible to a wide audience. Please reference your café's Coffee Resource Book for our current line.

SMALL BATCH

Previously referred to as our Lab Line, Small Batch coffees launched in 2014, and focus on coffees for Coffee Geeks. We feature two Small Batch coffees at a time on our cafe Brew Bar menus. These are small offerings (typically 10-14 green bags of coffee) that cycle frequently. This is also our opportunity to showcase special projects with our Farm to Cup partners. Please reference your café's Coffee Resource Book for our current line of Small Batch coffee. PRO TIP: Check out SCC's website and Coffee Impact Report blog to geek out on our Farm to Cup partner relationships.

SHORT RUNS

Short Runs happen once a month and last in café for about 3 weeks. These coffees are often playful compositions that are sold as half pounds and often feature a composition of a small batch coffee or a year round offering.

COFFEE EXPECTATIONS

Step 1: Taste all new coffees on your first shift in the café once the new coffee is received.

Step 2: Learn all farm data and tasting notes provided. Be intentional with your tasting. This will help you talk about our coffees better.

COFFEE FRESHNESS

To ensure that customers are purchasing the freshest coffee, it is imperative to follow these coffee freshness rules.

- Three weeks (21 days) from roast date, pull coffee from the shelves and brew through as COD.
- 45 days from the roast date, the coffee should be marked out and can be thrown out or sent home with a barista. Small amounts of mark out may be sent back to the Factory for donation.
- 30 days from the roast date, Cold Brew should be marked out. (Cold Brew is always good for 2 weeks after it was brewed regardless of the coffee roast date.)
- The expectation is that no coffee is marked out because you should have brewed through it as COD before it gets to that point.
- For tins, box sets, and short run coffee, please consult with your Café Coach (and the Weekly Recap!) on coffee freshness protocol.

DELIVERIES

Bean Orders come to each cafe on a set, weekly schedule. Your Cafe Coach will order beans a few times a week. Some orders will arrive with other cafe items like merchandise, labels, juice or office supplies. Some days you may only receive coffee.

PUTTING THE COFFEE ORDER AWAY:

Your Café Coach will show you:

- How to put the order away, and where the price stickers are kept.
- Where your café stores bulk coffee, extra hardware, bulk packaged foods, back stock, etc.
- FIFO: First in, first out. Rotate the older coffee to the top of the stack of bulk coffee or to the front of the prepack storage/ display.

BAGGING 1LB COFFEE FOR THE CUSTOMER

You will notice that not all of the coffee ordered and sent to your café comes pre-packaged. Please know that all beans that you have in the café are for sale and that you will need to package beans for customers or to restock shelves.

You will need:

1. Correct size of coffee bag or a customer's reused bag (find your cafe's empty bag back stock)
2. Correct coffee label & corresponding price sticker (find label box); apply front label & back price sticker with appropriate oz
3. Take great care when applying a customer's label to the bag BEFORE filling it with coffee. Center it and smooth it out.
4. Stamp the roast date on the label BEFORE filling the bag. DOUBLE CHECK the date on the stamp before stamping the label.
5. Correctly weighed measurement of coffee. Have your Café Coach or Master Barista show you how to weigh and grind coffee for one pound bags.

Here is an example of label positioning on the bag (using one of our small batch coffees!):



BAGGING 5LBS OF COFFEE FOR THE CUSTOMER

1. First, follow the instructions above.
2. Make sure to use the 5lb label & corresponding price sticker for the coffee (refer to the oz listed on the label/sticker).
3. Use coffee in the clear bulk bags unless otherwise instructed by your Cafe Coach.
4. Transfer coffee from the clear bulk bags into a five pound prepack bag.

Here is an example of label positioning on the bag:



OTHER INFORMATION ABOUT COFFEE

Empty pre-pack bags are available for \$0.50 each. Additional information is available on the Stone Creek website.

LAUNCH SCHEDULES

Approximately three weeks prior to a launch, a schedule outlining the items needed to successfully launch a new coffee will be in the Weekly Recap. These items will include:

- Order dates (for coffee, merchandise, apparel, labels, etc.)
- Launch dates
- Any other useful information to prepare for the launch

Approximately one week prior to the launch, the Marketing team will send the following items to assist you in your launch preparations:

- Planogram for marketing and merchandising
- Launch Checklist
- Any signs that need to be used for the launch

It is expected that your café will have launch materials up and ready to go the night prior to a launch. Launches usually occur on Thursdays, therefore Launch Set up usually occurs on Wednesdays at close. Your Café Coach may ask you to assist them with setting up for a launch. If it is a coffee launch, it is your responsibility to taste the new coffees as soon as possible.

PREPACK DISPLAYS AND SHELVES – GENERAL PROTOCOL

- The coffee prepack shelving and display is the primary source of whole bean coffee sales in the café. As such, it is imperative that you always keep this display well stocked, well organized, and clean.

Clean and Organized:

- If coffee must be weighed and placed on display, be certain that all labels are placed neatly and in the correct areas.
- Pre-packs and shelving units should be dusted frequently (review where this is on the checklist and review where dusting materials are located in the café).

Fresh and Full:

- The freshest coffee goes to the back; the oldest coffee goes to the front.
- Make sure you are actively rotating the prepacks on display.
- Each pre-pack will have a “roasted on” stamp on the label. If a bag is filled in café and placed on the shelf, it must receive a stamped “date” (from the roast date listed on the bulk bag the coffee was taken from).
- “Stocked” means that there is enough coffee on the shelf to not run out during a normal shift.
- If you see an empty spot on the shelf, fill it before you leave. Studies have shown that customers are more likely to make a purchase when shelving and displays appear full.
- When you notice that your cafe’s stock is running low, you are expected to notify your Cafe Coach immediately.

PREPACKS & RE-USE

- Prepack bags are meant to last. If a customer chooses, they may reuse a prepack bag (to be filled in café).
- Always package fresh coffee for prepacks using a new bag. Once a bag has been used, it cannot be re-sold. Pro-tip: Use those bags for storing COD in café, that way you are not wasting it.
- Customers receive a discount for re-using their bag.

Bulk Bags:

- Most coffees from the classic and seasonal are also available as 5lb bulk bags. This coffee is primarily used for refilling prepacks, creating new prepack sale bags, and brewing COD. The roast date for these coffees can be found written in permanent marker on the end of the bag.

PRODUCT DISPLAYS

Product Name + Price

- All products displays must have a product name and price: this information will be located on printed marketing materials.
- All products will have a specified price tag sticker.
- Some products will need a small chalkboard created. This should include the product name and price, to be displayed in other areas of the café. The chalkboard sign should be used as an eye catcher for the customer to draw attention to the product.
- All displays must look neat and beautiful at all times. This means dusting, re-arranging as customers move them, and adding items as things sell.

Product Quantities

- Each product display should be full at all times.
- For certain items, launch quantities and pars will be given to each café in the RR. It is very important to follow pars given for these items.

Not Full Display



Full Display



Apparel Displays

- Keep apparel folded and neat at all times
 - This means all pieces in the same series are folded the same way. For example, all t-shirts folded the same, all hoodies folded the same, etc.
 - Use the folding tool created for each café to fold apparel items neatly. Folding Tool = 8/5x11" piece of cardboard, with folding instructions adhered to the front.
 - It is imperative that you are folding apparel displays as needed (which can be multiple times throughout the day).
 - For items that are hung up, please make sure to be restocking the hangers as needed.
 - When something sells and you are waiting for a replacement to come in your order, remove the hanger until you can restock the item.
 - Apparel Cube Displays: Apparel should be displayed with the front graphic centered neatly and tightly, affixed to the presentation board of each display cube. Use your planogram to reference what apparel items should be displayed at a given time.

Chalkboards

- All chalkboards, including small product boards and main café menu board.
 - The base color to be used on all chalkboards is white. All text should be white (including product name and price). Consistent white text is easy and quick to read.
 - Colors may be used as accents (picture of product, accents in corners, frame around text, edge of chalkboard, etc.).

If we are #CoffeeGeeks creating #RemarkableCare who #NeverStopLearning, we should probably be able to do and say a thing or two about our coffees. This tool was built to give baristas a solid base to build on when it comes to Stone Creek Coffee, coffee knowledge. Customers come to us wanting us to help them understand our coffees. Where are they from? What do they taste like? What will be similar to the last coffee you had? We can all be shy about things that we aren't experts on. Customers may feel the same about coffee. So, they come to Stone Creek Coffee, where we can teach them about our coffees without making them feel uncomfortable.

How can I offer this support?

Like offering a customer food, offering a customer beans is another way to make your customers feel cared for. We give our customers food options because we want them to know that we want to get anything and everything for them even though we are busy.

Similarly, we can offer them beans even though there is a line out the door. We can still walk to the bean shelf and help them find the right bag of coffee for them. Even though we have a pile of dishes to wash, we will grind a bag of coffee, make a free latte, and punch their punch card for them. That's what Stone Creek Coffee urgency and #RemarkableCare look like.

By gaining a basic understanding of our Year-Round coffees, you'll be more comfortable keeping up with our seasonal, short-run, and small-batch coffees as they come and go. The following guide is an essential guide and study tool that should give you a base to build on. This will provide you with all you need to know to have a conversation with 90% of our customers.

Year-Round By Roast	Regions/Countries	Mills/Importers	Year-Round Coffees
Boneshaker-Light	Central America		
Green Dragon-Light Ring of Fire-Light	Guatemala	Mills-El Limonar, San Sebastian Exporters-San Miguel, Green Power Trade	3 Volcanoes and Ring of Fire
Cream City-Medium Voyager-Medium	Nicaragua	Importer-Caravela, La Trampa (3 farms/same family)	Voyager, French
Decaf Cream City-Medium	Costa Rica	Mill-MICEPA	Green Dragon
Brazil Carnival-Medium	South America		
Decaf Green Bike-Medium	Colombia	Importers-Caravela, Royal Cofinet	Boneshaker, Decaf Cream City, Decaf Green Bike
Green Bike-Medium Black Sheep-Dark	Brazil	Exporter-Carmo; Farm-Alta Vista	Carnival, French
3 Volcanoes-Dark Classic French-Dark	Africa		
	Burundi	Mill and Producer-Long Miles	N/A

COFFEE ORIGINS



Test yourself. Study our Year-Round Coffees and their origins. Then match the following Year Round Coffees with their country of origin below. Note: Some coffees have more than one origin. Use your Coffee Resource Book or the Stone Creek Coffee website to find the answers for our compositions.

- | | |
|------------------|--------------|
| Boneshaker | ● Burundi |
| Green Dragon | |
| Ring of Fire | ● Brazil |
| Cream City | |
| Voyager | ● Colombia |
| Decaf Cream City | |
| Carnival | |
| Green Bike | ● Costa Rica |
| Decaf Green Bike | |
| Black Sheep | ● Guatemala |
| 3 Volcanoes | |
| Classic French | ● Nicaragua |

DESCRIBING COFFEES

Now that you feel comfortable telling a customer where their coffee comes from, it's time to take the next step. How do you feel about describing a coffee's flavor and experience? Your Coffee Resource Book has another excellent tool called the "Flavor and Experience Dictionary". It defines the terms that we use to describe our coffees. These words are accessible and usually more approachable words to use with 90% of our customer base. Read about experience and flavor and then use the following words to help you fill out the Tasting Guide. Reference our website, bag labels, or Coffee Resource Book for our answers.

Big	Caramel	Cherry	Chocolate	Citrus
Complex	Creamy	Delicate	Dried Fruit	Dynamic
Floral	Fruity	Full	Honey	Juicy
Nutty	Peach	Rich	Smoky	Smooth
Sweet				

TASTING GUIDE

Taste C.O.D., brew on brew bar, and focus on experience and flavor as you fill it out this tasting sheet.
Year Round Offerings:

Light:

___ Boneshaker: _____

___ Green Dragon: _____

___ Ring of Fire: _____

Medium:

___ Cream City: _____

___ Decaf Cream City: _____

___ Brazil Carnival: _____

___ Voyager: _____

___ Green Bike Espresso: _____

___ Decaf Green Bike Espresso: _____

Dark:

___ Black Sheep: _____

___ 3 Volcanoes: _____

___ Classic French: _____

Once you feel comfortable with Year Round offerings go ahead and taste our Seasonals, Short Runs, and Small Batch Coffees. Remember that these coffees come and go and their compositions will change from year to year. You may want to write in the current offerings and their origins now, but it is your responsibility to keep up with these as they launch. Don't forget to brew and taste these before they launch if possible.

Seasonal: Light, Medium, or Dark?

Country of Origin: _____

___ (_____): _____

Small Batch: .

___ #1 (_____): _____

___ #2 (_____): _____

Short Run:

___ (_____): _____

Big	Caramel	Cherry	Chocolate	Citrus
Complex	Creamy	Delicate	Dried Fruit	Dynamic
Floral	Fruity	Full	Honey	Juicy
Nutty	Peach	Rich	Smoky	Smooth
Sweet				

Best ways to initiate bean conversations:

“Did you need to take any coffee home for the weekend”

“Have you tried our new Short Run/Seasonal/Small Batch?”

“We're brewing _____ today. If you like it, this is what the bag looks like.”

107_IN CAFE TRAINING
OPENING & CLOSING PROCEDURES

The daily checklist is a tool intended to help you prepare the café appropriately for the first customer of the day as well as to guide you in closing the café. All items on the opening checklist should be completed before the doors are unlocked. All items on the closing checklist should be completed and initialed before locking up the doors and leaving for the evening. The doors should always stay open until the official closing time. The expectation is that your café should look the same at open as it does one minute prior to close!

OPENING

- _____ Review Cash Register, Gift Cards & Credit Cards section for putting iPad in stand, clocking in instructions & how to start the drawer for the day
- _____ Review all opening checklist items with Café Coach
- _____ Are there any special instructions for that day? (Ex: Coffee box, Cambro, Special pastry order, etc.)
- _____ Before the doors open in the morning, all of the pastry should be out and labeled correctly.
- _____ Bakery delivery should be verified and initialed on invoice. Note if items are broken or missing.
- _____ Before the doors open, you should taste and describe the coffee of the day.
- _____ Before the doors open, the COD magnet board should be updated and reflect the current coffee on drip.
- _____ Before the doors open, you should be in dress code, apron on & ready to focus on customers.
- _____ Note: Seasonal Furniture Operations when appropriate.
- _____ The doors should be open five minutes before the posted open time and should NEVER open late
- _____ Pastry pins must have the correct pastry name and price.
- _____ The milk towel bin should be ready with a towel and sanitizer solution.
- _____ Espresso (Regular, Seasonal, and Decaf) must be dialed in and the opening barista should be able to accurately describe how it tastes.

CLOSING

- _____ Review Cash Register, Gift Cards & Credit Cards section for how to end a drawer session, how to run and print sales reports, clocking out instructions.
- _____ Over time, you will review all items on the closing list. If there is anything that is missed, you must ask immediately to ensure you understand best practices.
- _____ The café should remain clean and organized during all hours of operation.
- _____ The café must be prepared to serve any customer that comes in until the official close time. The bar must be open, there must be servable coffee in the Fetco shuttles, and all servable pastry must be in the case.
- _____ Pre-close items on the checklist can be done starting an hour and a half before the café is closed.
- _____ Close items on the checklist need to wait until after the café is officially closed. We strive to allow our customers the best possible experience in our stores and a comfortable atmosphere. This requires us to wait until after the door is locked to complete closing tasks (ex. vacuuming could disrupt the customer experience).
- _____ Bean shelves must be fully restocked before the closer leaves to ensure the café is ready to provide the best possible customer experience the next morning.
- _____ The doors should never be locked early.
- _____ If there are still customers in your café at the time you close, politely inform them that your café has closed for the evening, and to take their time gathering their items, finishing their beverage, conversation, etc. You may lock the doors at the minute of close, and unlock it when the departing customers are ready to leave.
- _____ You should never close the cafe alone. Do not send a second person home early.
- _____ If you have a poor close, this will affect your opener. Please make sure that all checklist items are completed before leaving. If you are struggling to complete these items, please discuss the workload with your Café Coach.

107_IN CAFE TRAINING
BARISTA CERTIFICATION PREPARATION

To help prepare baristas for the 100 Level Certification Test, it is critical for the Master Barista and/or Café Coach to go through the proper steps for service and drink building. This checklist goes further in outlining basic aspects of working in the café that need to meet quality standards.

Certification:

Task	Walkthrough	Solo
Dial in regular, seasonal, and decaf espresso (within 20 min)		
Pull shots of GBE within parameters		
Accurately identify tasting notes in espresso		
Maintain cleanliness while steaming milk		
Pour any size/milk latte with green art		
Perform a backflush		
Clean portafilters		
Clean out drip tray/trap		
Close grinder/remove hopper properly and carefully		
Maintain order and cleanliness throughout the day (towels folded, counters spill & grounds free)		

Café Operations – Brew Bar

Each barista should brew a V60 at least twice before taking their certification. A Coach or Master Barista should offer immediate, constructive advice on how to improve. Keys to certification are sanitation standards and quality of the product.

Though there is no formal test for brewing manual pours in the curriculum, it is vital all baristas feel comfortable brewing a V60 for a customer at any time. Therefore, the Master Baristas/Coaches should guide baristas through each method twice, offering advice after each iteration.

107_IN CAFE TRAINING
BARISTA CERTIFICATION PREPARATION

Stone Creek Coffee Certification

This certification is to ensure you are up to Stone Creek Coffee's drink preparation and service standards. An Educator will evaluate all new baristas who have completed their 100 level curriculum. and have been approved by their cafe coach for certification. The requirements for a 100 level certification are 1) a barista who exemplifies professional service in the way they present themselves 2) follows the 6 key steps to service 3)can consistently serve GREEN latte art (90%) 4) and takes care of all customers equally, treating members of the SCC office staff as any other customer.

The following checklist will help prepare a brand new barista for good workflow and proper espresso service.

During their test, each barista must know all 6 Steps of Customer Service. In order to pass a barista must...

- BE URGENT to the Customer-Can serve two drinks in less than 3 minutes
- Use NAMES-A certified barista must use customer's names to call off every drink.
- THANK every customer at the drink hand-off.
- Serve 90% GREEN DRINKS- A certified barista will serve a green drink to at least 7/8 customers.
- Keep a CLEAN SPACE-A certified barista will keep their bar space clean.
 - Rinsed and upside down shot glasses.
 - Wiped down drip tray
 - Clean counters
 - Keep up with grounds

In addition to those requirements, it is expected that a barista will also know and do the following requirements for espresso and latte service as well as general cleanliness.

<i>Espresso Dial-in should take approximately 5 minutes</i>	Yes	No
Barista tares out scales prior to beginning to pull shots		
Purges grinder after making adjustment to grind and weighs their shots		
Uses towels appropriately		
Correct tamping ergonomics		
Cleans shot glasses in-between use, leaving them upside down when not in use		

Espresso:

<i>It should take 1 minute to serve espresso after dialing in</i>	Yes	No
Purge group head between shots		
Cleans and dries the basket		
Insert and immediate brew shot		
Acceptable dose of coffee		
Acceptable shot weight		
Acceptable brew time		

107_IN CAFE TRAINING
BARISTA CERTIFICATION PREPARATION

Serves espresso with saucer and spoon, pulls shots directly into demitasse		
Eye contact and verbal confirmation, using guest name every time		

Tasting Notes	Yes	No

Latte Assembly

<i>Latte service should take no more than 3 minutes</i>	Yes	No
Purges steam wand before and after steaming		
Steams appropriate amount of milk		
Wipes steam wand immediately after steaming		
Serves latte in right size cup		
Consistent weight/brew time as dial-in Weight: _____ or Time: _____.		
Latte is GREEN. definition___ contrast ___glossy___finished heart___centered___		
Handles cup appropriately		
Serves latte with saucer		
Eye contact and verbal confirmation using guest's name		

Proper Cleaning (Please read tasks below)

<i>Barista must be able to properly closed down and clean espresso equipment</i>	Yes	No
Please describe how to back flush both during a shift and at end of day		
Please describe how to clean the portafilter at the end of the day		
Please describe how to remove drip tray and clean		
Please describe how to clean out the grinder at end of day		

General Cleanliness:

	Yes	No
Recovers bar area / cleans bar area/manage grounds around grinders and knock box		
Uses towels properly throughout and keeps them looking nice and folded		

All sections in training manual completed: _____

107_IN CAFE TRAINING
BARISTA CERTIFICATION RUBRIC

100 LEVEL CERTIFICATION RUBRIC

Cafe: _____ Barista: _____ Date: _____ Score: _____/100

Remarkable: 91-100 | Crushing It: 80-90 | Meets Expectations: 71-79 | Doesn't Meet: 70 or below

Part 1: Espresso	Minimum 9 points	___/12
___/3	Parameters w/in recipe? ___ /1 Decaf___ /1GB___ /1 Ssnl	
___/3	GBE: ___ /1 sweet___ /1 clean___ /1 juicy	
___/3	Decaf : ___ /1 sweet___ /1 clean___ /1 juicy	
___/3	1 = struggled dialing in; 2 = needed some guidance; 3 = no help required	
Part 2: Pacing	Minimum 15 points or no pass	___/22
___/10	Two Drinks Timed: < 3:00 = 10pts 3:00 - 3:15 = 5pts >3:15 = 0pts	
___/10	Multitasking: Consistent = 10pts Sometimes = 5pts Rarely - Not at all = 0pts	
___/2	Achieved w/in 3:15 first try = 2pts; Achieved within 3:15 2nd try = 1pt	
Part 3: Interactions	Minimum 12 points	___/16
___/8	Name: ___ ___ ___ ___ ___ ___ ___ ___	
___/8	Thanks: ___ ___ ___ ___ ___ ___ ___ ___	
Part 4: Latte Art	SCORING: 2=glossy; 1=small bubbles; 0=big bubbles Min 25 pts/no pass	___/32
___/16	Texture: ___ ___ ___ ___ ___ ___ ___ ___	
___/8	Contrast: ___ ___ ___ ___ ___ ___ ___ ___	
___/8	Big/Centered: ___ ___ ___ ___ ___ ___ ___ ___	
Part 5: Cleanliness	SCORING: 3 = no gaps; 2 = improved after coaching; 1 = didn't improve Minimum 10 pts	___/18
___/3	Drip Tray: Regularly wiped down, no grounds, not sopping wet, shot glasses kept rinsed and upside down	
___/3	Counter: Regularly wiped down, no grounds, milk spill managed consistently, not sopping wet, doesn't leave milk sitting out, check under bar	
___/3	Knock Box: Grounds regularly swept up or swept onto floor, doesn't get on cups	
___/3	Pitchers: Rinsed well between uses, outsides wiped down	
___/3	Steam Wands: Purged before and after, steam wand covered during purges, milk towel carefully managed to prevent sanitizer messes	
___/3	Custy Cups: Generally faced with name, no fingers touching cup lips, no spills on sides of cups, spills are fully wiped up	

100 LEVEL CERTIFICATION RUBRIC

Following the barista's Certification Opportunity, the Educator will leave the first page in the cafe and share it with the barista. The second page should be left with the Coach in a private place. Educators will review the final score based on the following criteria and send education@stonecreekcoffee.com an email indicating next steps.

Cafe: _____ Barista: _____ Date: _____ Score: _____/100

- Remarkable: 91-100 → PASS, consider Master Barista Path in next 8 weeks
- Crushing It: 80-90 → PASS, consider Master Barista Path in next 12 weeks
- Meets Expectations: 71-79 → PASS expect a check in from EDU in next 3 weeks
- Doesn't Meet: 70 or below → NO PASS, expect another Certification Opportunity in the next 3 weeks

Category *minimums* are an indication that either a Coach or an Educator should check in on that area of the barista's work in the following weeks. Two categories are *No Pass categories* (Pacing and Latte Art) in the event the Barista doesn't reach the minimum score in either of these sections, a second certification opportunity will be scheduled.

Points Missed/Educator Notes:

Plan for Development: Coaches capture commitments in Asana

Educator Process:

1. Leave Certification Rubric in Cafe on Coach Desk
2. Fill out Certification Tracker, email Education@StoneCreekCoffee.com, and CC the Cafe's email.
3. Note the following in the email:
 - Barista's Score
 - Retest or Check - in Required?
 - If pass, request keys get sent