



Specialty Beverage Fundamentals

the Coffee's on.™

What is Espresso

- **Beverage** – Espresso can be served and presented on it's own or in a beverage such as a Caffé Latte or Cappuccino.
- **Roast** – Torke Coffee Espresso blends are not only twilight roasted, but also light roasted, yielding sweet and balanced flavor for any type of connoisseur.
- **Grind** – Espresso grind is finer than drip coffee in order to create the correct extraction.



The Espresso Shot Criteria



- **Créma**
- **Body**
- **Heart**
- **Taste**



The Espresso Shot Criteria

- **Créma** – The caramel-type foam upper layer of an pulled espresso shot. One can quickly determine the quality of the shot by the color of the créma.
- **Body** – The light tan mid-section of an espresso shot.
- **Heart** – The rich lower portion of a pulled shot.
- **Taste** – Sweet and intense, with a caramel-type nutty aftertaste, featuring a noticeable, but not overbearing, coffee acidity.



Espresso Quality Standards

- **Freshness** – Whole bean espresso has a shelf life (once opened) of 7 days in the storage vessel.
- **Grind** – The grind determines extraction time. Espresso grinders are calibrated to provide a consistent shot of espresso.



Espresso Quality Standards (cont'd)

- **Tamp** – Firmness of the tamp of espresso coffee also effects the extraction time.
- **Extraction** – A shot should approximately be pulled for 18-25 seconds to produce a single shot (1 oz.), double shot (2 oz.) or triple shot (3 oz.) plus créma. Extraction time should be checked daily to ensure standards.
- **Look** – Always visually inspect the pulled shot for perfection.



Milk Quality Standards

- Always steam fresh milk for each drink.
 - **VERY IMPORTANT:** Steam only the quantity of milk necessary to prepare the immediate beverage(s).



Milk Quality Standards (cont'd)

- Start with fresh, **cold** milk and a clean, cold stainless-steel pitcher.
- Always create foam first by aerating the milk.
 - This should result in a very fine foam with no large bubbles.
 - Milk that is not properly aerated will taste flat and dull.



Milk Quality Standards (cont'd)

- Steam milk between 150° F – 170° F (66° C – 77° C).
 - Never steam milk over 170° F (77° C). This will cause the milk to scald and develop a sour smell. Always use a calibrated thermometer to ensure accurate milk steaming temperatures.



Milk Quality Standards (cont'd)

- Never re-steam milk, add fresh milk to steamed milk or return steamed milk to the refrigerator. **This will result in little or no foam or a less than perfect drink.**



Milk Quality Standards (cont'd)

- Rinse the steaming pitcher between each use and sanitize every 2 hours.
- Use a dedicated clean towel and sanitizer container filled with solution for the steam wand only.



Steaming Milk



- Bleed Steam Wand
 - Carefully open steam valve into a clean wiping cloth saturated with sanitizer solution to release any trapped milk and condensation, wipe with cloth.



Foaming Milk

- Foaming
 - Place the tip of the steam wand below the surface of the milk and open the steam valve.
 - Aerate the milk, keeping the tip of the wand, slightly below the surface of the milk to create foam. Continue to gradually lower the pitcher down as foam volume increases



Steaming & Foaming Milk (cont'd)

- **Steaming**

- When adequate foam has formed, raise the pitcher up, submerging the steam wand, allowing the milk to heat to the preferred temperature.

- **Bleed Steam Wand**

- Repeat the first step to clean steam wand. This ensures any milk trapped in the steam tip is expelled.



Steaming & Foaming Milk (cont'd)

- **Thermometer Calibration**

- It is equally important to check thermometer calibration daily by submerging the thermometer in ice water for 5 minutes. An accurate thermometer should read 32 ° F. If not, adjust the thermometer according to manufactures guidelines.

- **Water Temperature**

- It is important to check the espresso machine water temperature using an accurately calibrated thermometer daily. Follow the manufacturers recommended water temperature for espresso machine(s).



Specialty Beverages

Caffè Latte		
Size	12 oz.	16 oz.
Optional Syrup		
	2 pumps	3 pumps
Espresso	2 shot	3 shots
Milk	<i>Steamed milk</i> – Fill cup with steamed milk to 1/3 inch below the cup rim. Utilize a bar spoon to hold back foam.	
	<i>Foamed milk</i> – Top with 1/3 inch foamed milk.	



Specialty Beverages

Cappuccino		
Size	12 oz.	16 oz.
Optional Syrup		
	2 pumps	3 pumps
Espresso	2 shot	3 shots
Milk	It is important to always steam freshly foamed milk for a cappuccino. The milk should not be allowed to sit a long period of time to let the milk separate. Free-pour the foamy milk into the cup up to the cup rim. This creates a beverage that is a blend of steamed and foamed milk.	



Specialty Beverages

Caffè Mocha		
Size	12 oz.	16 oz.
<i>Chocolate sauce</i>		
	2 pumps	3 pumps
Espresso	2 shot	3 shots
Milk	Fill cup with steamed milk to 1/3 inch below the cup rim.	
Whipped cream	Top beverage with whipped cream.	
<i>Note: When adding the espresso shot to the chocolate sauce, gently swirl the cup in you hand before adding the steamed milk.</i>		



Specialty Beverages

Caramel Macchiato		
Size	12 oz.	16 oz.
Vanilla Syrup		
	2 pumps	3 pumps
Milk	<i>Steamed milk</i> – Fill cup $\frac{3}{4}$ full with freshly steamed milk.	
	Foamed milk – Top with foamed milk to the rim of the cup, leave enough room for the espresso shot(s).	
Espresso	2 shot	3 shots
Caramel sauce	Top the beverage with caramel sauce, utilizing a squeeze bottle to create a cross-hatch pattern and double ellipse pattern.	
<i>This drink is never to be stirred.</i>		

Specialty Beverages

Chocolate Macchiato		
Size	12 oz.	16 oz.
Vanilla Syrup		
	2 pumps	3 pumps
Milk	<i>Steamed milk</i> – Fill cup $\frac{3}{4}$ full with freshly steamed milk.	
	Foamed milk – Top with foamed milk to the rim of the cup, leave enough room for the espresso shot(s).	
Espresso	2 shot	3 shots
Caramel sauce	Top the beverage with chocolate sauce, utilizing a squeeze bottle to create a cross-hatch pattern and double ellipse pattern.	
<i>This drink is never to be stirred.</i>		

Specialty Beverages

Iced Caffè Latte		
Size	12 oz.	16 oz.
Ice	Fill with ice to at least the cup rim	
Syrup		
	2 pumps	3 pumps
Espresso	2 shot	3 shots
Chilled Milk	Fill cup $\frac{3}{4}$ full with chilled milk.	



Specialty Beverages

Iced Mochaccino		
Size	12 oz.	16 oz.
Ice	Fill with ice to at least the cup rim	
Chocolate Sauce		
	2 pumps	3 pumps
Espresso	2 shot	3 shots
Chilled Milk	Fill cup $\frac{3}{4}$ full with chilled milk.	



Specialty Beverages

Iced Chocolate Macchiato

Size	12 oz.	16 oz.
Ice	Fill with ice to at least the cup rim	
Syrup		
	2 pumps	3 pumps
Espresso	2 shot	3 shots
Chilled Milk	Fill cup $\frac{3}{4}$ full with chilled milk.	
Caramel sauce	Top the beverage with chocolate sauce, utilizing a squeeze bottle to create a cross-hatch pattern and double ellipse pattern.	



Troubleshooting

Problem	Cause	Solution
Bitter tasting espresso	Espresso beans are old	Replace
	Brewed espresso is older than 30 seconds	Brew fresh espresso
	Espresso machine is dirty	Run/perform cleaning cycle or process
Steam wand not working	Steam wand is clogged	Use a thin object to clean out holes in the wand tip
	Steam wand at the bottom of the pitcher during the steaming process	Steam fresh milk and keep the steam wand at the surface while steaming
Milk tastes burnt	Temperature exceeded 170° F	Milk should be between 150° and 170° F
	Auto-steam did not properly shut off, if applicable	Call for service
Pulled espresso shot short filling	Dirty machine	Clean machine or Call for service
Overflowing drain	Clogged with coffee or debris	Remove drain tray grate and cleanout debris
Espresso doesn't brew	Empty bean hoppers, if applicable	Ensure bean hoppers contain fresh espresso beans
	No power to espresso machine	Check electrical connections
	Inlet water source not activated	Check plumbing connections
	Espresso grind to fine	Adjust accordingly

Note: Ordering, changing and cost of water filtration is the customers responsibility. Water softening systems need to be regenerated or cartridges replaced every 3 to 6 months depending of water quality.