

INDUCTION HANDBOOK

TABLE OF CONTENT

Welcome	3
About The Company	4
Service	5
Feedback	6
What We Expect From Staff	7
What You Can Expect From Us	8
BENCH Barista Guideline	
Basic Opening & Closing Procedures	10
Recipes for Hot Drinks	11
Recipes for Iced Drinks	12
Milk Texture	13
Milk Froth Level	14
Milk Levels	15
Presentation: Latte Art	16
Presentation: Dine-in	17
Presentation: Takeaway	18
Iced Drinks	19
Batch Brew	20
Mid-operation	21
Store Leadership	23

WELCOME TO BENCH COFFEE CO.

We would like to welcome you to BENCH COFFEE CO.

This induction handbook is to help familiarise you with the basics of BENCH COFFEE CO. as a company and your new position. Please take time to read it and understand your role. If you need any clarification, don't hesitate to approach any of the management team, you can find their contact details on the last page of this handbook.

Our key goal is for everyone to be professional and friendly to customers and fellow team members. If at any time you feel that you have something to say about the way things are done, or are unhappy with anything please speak up, we value each one of our employee's input.

Thank you for joining our team.

ABOUT THE COMPANY

History

BENCH started in 2014, when Slater St Bench was created, aiming to break down the boundary between customer and staff. In 2015, 580 Bench was born, bringing the same value further down St Kilda road.

2019 saw the birth of SAINT DREUX. Bold design, crispy and fluffy katsu sandos delivered in a kissaten-inspired setting. Notably, Saint Dreux was shortlisted in the Eat Drink Design Awards, a huge accomplishment for a 'hole in the wall' food court venue.

A short six months later BENCH COFFEE CO. was launched, bringing some positive energy to 2020. Focusing on quality green bean selection and precise roasting, all aspects of coffee was now created by our own, from bean to cup.

In April 2021, we introduced BENCH COFFEE CO. Lt Collins, our flagship espresso bar. Combining keen design aesthetic and the art of coffee, this space is a showcase of all things BENCH.

In 2022 a short trip across the river sees an exciting new home for our roasting team and shared collaborative space with Little Cardigan bakery. BENCH HQ is home to our offices, Loring roaster and brew bar showcasing bench coffee and pastries from Little Cardigan.

As the business continues to grow so will our family.

Ethos

Within BENCH COFFEE CO. we look to provide excellent coffee, service and food in a uniquely designed space.

We offer specialty grade coffee and small batch food; showcasing and supporting various local artisanal Australian producers and, lastly, create a friendly space where people can relax, enjoy coffee and maintain relationships that go beyond 'barista' and 'customer'.

It is a key importance to BENCH COFFEE CO. to maintain standards and offer consistent quality product and service. To aid with the success of this task, on the go training will be provided with senior members, skills training offered and regular cupping sessions facilitated to help you grow within this ever changing industry.

SERVICE

Customer service can be a thrown around term which, much like 'common sense', has lost some meaning. Here at BENCH we strive to provide an excellent customer experience and put meaning back into service. Each shop will differ slightly but keeping some core points in mind when entering service will help the day run smoothly, and more importantly, be fun. Some key service points we ensure every person experiences:

Hi's and bye's

Every customer. Always. No exceptions.

Eye contact and full sentences

You will notice how much of a difference it makes to your day, your ability to remember and, most importantly, the individual service your customer will feel.

More steps to the customer than they take to you

When handing take away coffee's never allow the customer to take more steps towards you than you towards them.

No 'Hi, how are you'

Unless you mean it, do not fall in to the habit of asking how someone is as a greeting.

Coffee presentations

Take away cup, lip to customer. Dine in, latte art toward customer, with spoon handle and cup handle facing the same way. More on this later.

Exceed expectations

Of customers and of yourself. Know what they need before they even do. It's a hospitality changing skill.

Eyes up

Even when stressed out, busy and under the pump, looking up allows you to keep calm, reset and touch base with waiting customers, even if with just a glance.

Cleanliness

Keep it clean. Keep it tight. We have nowhere to hide.

Support

Each other. Know when to help. Don't overcrowd or double handle. Ask for help, offer help. We are a family who support each other.

Remember customer names and coffees

FEEDBACK

For all feedback, personal or otherwise please talk to the appropriate member of the leadership team or whomever you feel safest to do so. If you experience any workplace harassment, bullying, assault or other, from staff or customer, approach management immediately as this is something we take very seriously and will not stand for.

We are also open to all ideas for change, growth or procedure amendment. This is an open space and we look forward to discussing ideas and theories with you and our like minded peers. Nothing is set in stone and as the industry evolves, so will we. We are in the business of growth and constant development, always looking to improve in all ways that we can.

BENCH COFFEE CO. is an equal opportunity company and we hope you feel at home with your second family.

WHAT WE EXPECT FROM STAFF

Timeliness

We hope to see staff arrive for work five or ten minutes before their rostered start, to allow adequate time to put away possessions and prepare themselves for work. If you are going to be late for any reason, please contact the manager or other staff member who is working on the day.

Conduct

To promote a professional, warm and comfortable environment for both staff and customers, to treat co-workers and customers with respect.

Phones

Mobile phones are only to be used by management during service. If you have an urgent matter to attend to, please avoid using your phone in front of customers and go to the back room.

Deputy

Please download Deputy app on your mobile phone and please make sure your details and emergency contact is always updated. Your roster will be shared via the app. For your availability, please input any leave requests into Deputy, the earlier the better. There are limitations on how many staff can be off at one time, so first in best dressed. We will do our upmost to approve leave where applicable.

Quality Control

Producing consistently high quality drinks and food takes a keen attention to detail and efficiency. Please let us know if you notice any changes to the quality of our products as we value your input. Likewise, hold each other accountable for the consistency and presentation of our offerings.

Product Knowledge

We expect staff to demonstrate knowledge of all of our products, from coffee to pastry or house-made food offerings, as well as an eagerness to learn more. Ask your fellow staff or management if you have any questions.

WHAT YOU CAN EXPECT FROM US

Roster

A fortnightly roster will be posted using Deputy, about one week ahead of the roster's start date. If you need to change a shift after the roster has been posted, please let Hannah know as soon as possible.

Wage

Your pay will be deposited into your nominated bank account every Friday. A payslip will be emailed to you at the same time.

Breaks

For shifts longer than 5 rostered hours you are entitled to a 30 minute unpaid meal break. For shifts rostered 9+ hours, you are entitled to an additional paid 15 minute rest break.

Food, drinks & retail

You are welcome to as much drink as you like during your shift. Food items are at 30% off for staff. BAUHAUS retail is \$10 for staff, other seasonal retail coffee is \$10 OFF retail price. Other retail items are at cost price (check with Frankie how much the cost price is).

Training

Monthly coffee QC will take place at the roastery and on-going training will be provided. If you have any areas that you would like to develop in, let us know and we can do our best to help.

BENCH

Barista

Guideline



BASIC OPENING & CLOSING PROCEDURES

Please note that every shop is slightly different, this is just a basic guideline.

Opening

1. Turn machine on and flush each group for 40 seconds.
2. Check the yield every morning.
3. Only start dialling in 20 mins before opening.

Closing

1. Every shop to clean espresso grinder once a week.
2. Back Flushing: Once with chemical, twice without.
3. Clean rims of group head with wet chux.
4. Soak steam wand with chemical, then wipe down steam wand all the way from the handle to the tip, make sure there is no milk stain.

RECIPES FOR HOT DRINKS

Coffee	Dine-in	Takeaway
Regular	1 shot espresso	2 shots espresso (including piccolo)
Strong	+ 0.5 shot	+ 1 shot

Non Coffee	Dine-in	Takeaway
Chai	35g chai + 130g milk	50g chai + 170g milk
Chocolate	1 scoop chocolate + 140g milk	2 scoops chocolate + 210g milk
Mocha	1/2 scoop chocolate + 130g milk + 1 shot espresso	1 scoop chocolate + 170g milk + 2 shots espresso

RECIPES FOR ICED DRINKS

Coffee

Dine-in & Takeaway

Iced Latte	2 shots (50g) espresso + 200g milk
Iced Long Black	2 shots S/O espresso + 120g cold water
Espresso Tonic	2 shots S/O espresso + 1 bottle of tonic water
Strong	+ 1 shot (25g)

Non Coffee

Dine-in & Takeaway

Iced Chai	60g chai + 200g milk
Iced Chocolate	2 scoops chocolate + 60g hot water + 180g milk
Iced Mocha	2 shots espresso + 1 scoop chocolate + 200g milk

MILK TEXTURE

We always aim to achieve glossy and shiny milk with a creamy mouthfeel. Please note that glossy milk with thick foam is not the goal.

Good milk texturing example: [click here](#) to watch.

Bad milk texturing example: [click here](#) to watch.



Silky and glossy milk



Poor milk texture



MILK FROTH LEVEL

When steaming milk, keep in mind that we only do one froth level for all milk-based coffee unless customers request otherwise.



Correct froth level



Thick froth



MILK LEVELS

Dine-in

Takeaway

Regular / Full



Regular / Full



3/4 Milk



3/4 Milk



1/2 Milk



1/2 Milk



PRESENTATION

Latte Art

Focus on good milk texture and do simple, uncomplicated latte art. A simple 3-stack tulip looks better than unfinished complicated latte art.



Simple latte art, silky milk texture



PRESENTATION

Dine-in

Cup handle on the right, tea spoon on top, latte art always facing the customer. Reverse if customer is left-handed.



Correct positioning from customer pov



PRESENTATION

Takeaway

When making takeaway coffee, pour milk from side of the cup, swirling the coffee while breaking the crema.

[Click here](#) to watch a good example on how to pour milk for takeaway coffee.

If customers request no lid, do simple latte art that aligns with 'THANK YOU' on the cup.



Even crema on top



Correct placement of lid



With no lid



ICED DRINKS

Always fill ice to the top of glass or takeaway cup unless customer requests less.



Filled all the way to the top



Iced long black



Correct placement of lid



BATCH BREW

Always check the recipe for the day.

Flush the batch brewer.

After grinding coffee for batch brew, always weigh the ground coffee.

Wait until batch brewer has finish dripping before taking batch brew away, as sometimes time shown is not reliable.

Iced filter lasts maximum of 3 days.

MID-OPERATION

Bar

We strive to keep the bar clean and neat at all times, even during busy periods. Focus on resetting the bar to our standard after every busy period.



Our standard of a neat and clean bar



MID-OPERATION

Chux

Use new chux everyday for steam wand. Keep one chux just for steam wand. Chux to stay in place, rinsed often and try to keep it stain free.

Grinder

Clean coffee ground around grinder as you go. Sweep to table sweeper provided and not to the floor. Make sure grinder is always 3/4 full. When pulling a new blend or date, always taste coffee before serving instead of just depending on extraction time.

Puqpress

Clean Puqpress with brush provided after every shot as coffee fines build up easily on tamper base.

Coffee machine

Back flush and rinse portafilters after every rush.

Scale and dosing cups

Knowing the weight of dosing cups allows us to notice when the scale is incorrect, this happens sometimes. Always check the scale and tare once in a while.

Contact Frankie if any machine issue arises.

STORE LEADERSHIP

Roastery

Ken Hendarto

0402 029 778

Lt Collins

Benji Tang

0426 963 143

Slater St Bench

Jeong Kim

0402 999 506

580 Bench

Akiko Koriyama

0413 210 137

SAINT DREUX

Bella Kim

0479 023 608

BENCH respectfully acknowledges the Traditional Owners of the land on which we live, meet and work, the Wurundjeri and Boon Wurrung people of the Kulin Nation. We pay our respects to Elders past, present and emerging, and extend our respect to Aboriginal and Torres Strait Islander Peoples from all nations of this land.