



BARISTA BASICS TRAINING VIDEO SUPPORT DOCUMENT

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01. INTRODUCTION

This video series is designed for you to get the best out of your product, machinery and people. We will cover technique, recipes and maintenance on the machine.

02. OPEN AND CLOSE PROCEDURE

OPEN PROCEDURE

1. Powering the machine

Depending on your individual workplace practices your espresso machine will either be left on overnight or require switching on at the beginning of your shift. If the machine requires switching on be sure to first turn the power switch to position 1 (this will enable water to fill the boiler without engaging the heating element) Once filling is complete switch the power switch to position 2 (the machine will now heat up, when the heating light near the power switch goes out, the machine is ready to use)

2. Preparing the brew groups for espresso extraction

Porta-filters may be soaking in a chemical solution, remove from the solution and wash with warm soapy water and rinse well, re insert baskets and continue with machine set up.

You must always assume that chemical has been run through the group heads the night before; you will need to extract 2 shots of coffee from each brew group through each porta-filter at least twice. The reason for this is twofold, you will remove any chemical residue that might be left from cleaning the machine, and the porta-filters must be preheated for optimum espresso extraction.

3. Setting up for service

You will need to make sure all of the cups on top of the machine are preheated prior to preparing and hot drinks, if you make a coffee correctly in a cold cup, the end result will be a cold coffee.

You will need 4 clean chux style cloths, wet and rung out, then neatly folded and placed into position. 1 at each steam wand on the drip tray, 1 next to one of the steam wand cloths for wiping the drip tray and 1 on the bench for wiping the bench. You will need to use each cloth in between each action so your machine and surfaces stay clean; this will have the follow on effect of making sure your serving cups stay clean.

CLOSE PROCEDURE

The closing down of the espresso machine requires thorough cleaning and inspection of all parts of the machine.

1. Back wash brew groups, first with water, then with chemical, then with water again. Backwashing is done using a blind filter. A teaspoon of chemical is enough to backwash 3 groups. Backwashing regularly will ensure proper operation of the 3way solenoid valve and avoid costly breakdowns as well as cleaning the brew-group head and shower which if left will result in bad tasting coffee.
2. For drop down shower models only. Remove showers and seals and inspect for cleanliness and wear and tear, if the showers are blocked, soak them overnight in chemical. Report any wear and tear on group seal to your manager.
3. Remove drip tray and clean thoroughly, also wipe out drain under drip tray to avoid blockage of coffee grounds. Pour a jug of hot water down the drain under the drip tray to confirm it running freely.
4. Clean steam wands to make sure there is no milk residue on them and no blockage in the steam tips. If steam tips are blocked soak in boiling water for 20 minutes then running dry steam through will clear the blockage.
5. Make sure all surface areas of the machine are cleaned and polished including, the cup tray and customer side of the machine. No abrasives or abrasive products to be used on the machine.
6. Wipe the bench under the machine and grinder.
7. Remove coffee beans in the grinder hopper and place in an airtight container, clean the hopper with warm soapy water, do not scratch the surface with an abrasive cloth and do not put in the dishwasher. Wipe and polish the grinder all over.
8. Separate the porta-filter baskets from the porta-filters and soak in chemical (1tsp to a liter) be sure to only cover the metal parts of the porta-filters with the solution. Never put in the dishwasher.

03. ELECTRONIC GRINDER

When setting up the grinder for service, we need to understand the relationship between the grind settings and the brew ratio and how to change the parameters to get the desired result in the cup.

Key variables to consider

- Grind size adjustment; how fine or coarse the grind particles are.
- Grind time adjustment; how long the grinder runs to get the desired results.

0. Brew ratio of 1:2 (20g ground :40g brewed espresso) is a perfect place to start for a standard espresso, this should complete in 25 - 35 seconds

1. Manually grind and weigh ground coffee in basket on scales and trim by hand (pinch out) 20g
2. Make a coffee and check 40g of brewed espresso is extracted in 25-35 sec
3. Change grind to achieve 40g in 25-35sec extraction
 - a. IN BETWEEN EACH GRINDER ADJUSTMENT BE SURE TO PURGE ALL OLD GRINDS. At least 3 full timed doses need to be discarded
4. Once brew ratio is achieved – Adjust time on grinder to get consistent dose

You're ready to go!

04. MANUAL GRINDER

Always complete a full cycle when dosing from the chamber, each click is set to a consistent desired volume by adjusting the centre screw up or down.

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1. Manually grind and weigh ground coffee in basket on scales and trim by hand (pinch out) 20g
2. Make a coffee and check 40g of brewed espresso is extracted in 25-35 sec
3. Change grind to achieve 40g in 25-35sec extraction
 - a. IN BETWEEN GRINDER ADJUSTMENT BE SURE TO PURGE ALL OLD GRINDS BEFORE CHECKING BREW RATIO AND BREW TIME - at least 6 full dose chambers of grindings to be discarded. Make sure all chambers are empty then check fresh grind after adjustment.

NOTE: Only grind what you need at the time, never fill the grinding chamber as the coffee will stale quickly

Once the brew ratio is achieved, adjust dosing regulator to get a consistent dose. For a desired total dose of 20g over 3 clicks, set each single dose to an average of 6.7g.

Confirm the settings are correct by dosing 3 full clicks in a row weighing a combined average of 20g each time. Do this 3 times, making sure there are enough grindings in the chamber to fill each segment as you go.

You're ready to go!

05. BREW RATIO EXPLAINED

You are required to know what a good extraction looks like so you know if a change needs to be made by at the grinder. Setting up for a perfect extraction begins with the correct dose; you need to purge the brew group before loading the portafilter and you must start the extraction within 3 seconds of loading the portafilter.

We recommend using a double spout portafilter for optimum repeatable espresso extraction. Working with a double portafilter we have a brew ratio of 1:2. We start with 20g of ground espresso and we are looking for 40g of brewed espresso. Total brew time should be between 25 and 35 sec. The brew ratio we have talked about is enough for 2 shots of coffee. Every espresso based beverage begins with a coffee shot, strength is altered by adding or removing full or part shots of coffee, it is never altered by reducing dose or extraction time.

06. TAMPING & Potrtafilter management

Key points.

- Tamping is crucial part of espresso preparation.
- The main factor of the tamp is the consistent pressure between all users, not the prescribed pressure.
- The tamp will affect the extraction time.
- For a consistent brew ratio we must have a consistent tamp. All users should tamp at the same pressure that was used to set up the brew ratio.
- A calibrated tamp is essential.
- Only clean the portafilter between coffees with a clean dry cloth, don't use water and don't load the portafilter back into the machine empty.
- Tamp pressure to be applied vertically while the base of the tamp must remain at a true horizontal.
- After tamping, clean any loose grinds from around the top of the portafilter.

07. MILK TEXTURING

Steaming milk is often referred to as stretching milk, because you will add small air bubbles to the milk and it will expand in the jug, when you get the texture right, this will enhance the mouthfeel and activate the flavours and aromas in the coffee, a great coffee experience relies equally on the milk texture and espresso extraction.

To stretch the milk, fill the jug until the milk just fills into the pouring spout. This volume of milk in any size jug will allow you to heat and stretch the milk at the same time to the optimum temperature and micro-foam ratios. Too little milk and it will be too hot and not enough foam, too much milk and it will overflow and be too cool.

- Purge the steam wand.
- Place the wand deep into the jug through the pouring spout.
- Slightly tip the jug to one side and turn the steam tap on.
- Start to lower the jug slowly until the milk is swirling and air is gently blending as it swirls.
- Leave the steam tip immersed until the steam comes to a complete stop.
- Wipe the steam tip with a cloth.
- Purge the steam wand again.
- Tap the jug on the bench to remove any large air bubbles.

SPLITTING THE MILK.

Always use the same technique when texturing the milk, no matter what coffee you're preparing. The way you split the milk and how you pour it will dictate how much micro foam is present in the finished beverage.

Add all the foam in the first of the process; add the heat in the second half.

When splitting the milk always makes sure the jug you're splitting into is pre heated.

You can continue to use freshly steamed milk by blending it with other freshly steamed milk in your split jug. This way you minimise waste and maximise efficiency.

You must always make just enough milk for the coffees your preparing, re-steaming milk is a very bad practice and the overall experience for customer will be greatly compromised, further to this the reputation of the business you're working in and honeybird coffee will suffer. The milk will taste scorched, the flavour of the coffee will be smothered and the texture will be thin on the pallet. Always choose the right size jug for the job and discard the left over milk and rinse the jug in between coffees.

08. COFFEE PREPARATION DEMO

Bringing the espresso and milk together

The following table shows the formula to be followed when preparing these hot beverages.

Beverage	Cup	Extracted Espresso	Milk	Foam	Water	Ice	Ice cream	Garnish
1. Espresso (Short black)	80ml cup	20g						
2. Double espresso (Doppio)	80ml cup	40g						
3. Short Macchiato	80ml cup	20g	10ml	1tsp				
4. Long Macchiato	180ml cup	40g	20ml	2tsp				
5. Long Black	180ml cup	40g			120ml	OPT. 1 cube		
6. Piccolo	80ml glass	20	45ml	15ml				
7. Latte	180ml glass	20g	120ml	60ml				
8. Flat white	200ml cup	20g	140ml	30ml				
9. Cappuccino	200ml cup	20g	120ml	80ml				Choc dust
10. Affagato	200ml cup	40g					1 Scoop	Choc dust
11. Mocha	180ml glass	20g/1tsp Choc	120ml	60ml				choc dust
12. Chai Latte	180ml glass	2tsp Chai	120ml	60ml				OPT. Cinnamon
13. Hot chocolate	180ml glass	2tsp Choc	120ml	60ml				Choc dust

Variations

Hot –Preheat the cup for dine in or do not exceed 70 degrees for takeaway.

Weak (half strength, quarter strength) – extract the full shot the pour out excess accordingly.

Ristretto – extract the first half of the shot only, stop the shot early or move the cup away.

Double shot (strong) – add 1 more espresso shot to any size coffee.

Magic - $\frac{3}{4}$ full all of the coffee goes in, but don't fill the cup with milk.

Hazelnut – add 15ml of coffee syrup per size.

Vanilla - add 15ml of coffee syrup per size.

Caramel - add 15ml of coffee syrup per size.

Regular dine in – 1 shot of coffee (20g)

Mug dine in - 2 shots of coffee (40g)

6oz takeaway – 1 shot of coffee (20g)

12oz takeaway – 2 shots of coffee (40g)

16oz takeaway – 3 shots of coffee (60g)

09. CLEANING THE MACHINE

Once a day every, every day.

BACKWASHING THE BREW GROUPS: First with water, then with chemical, then with water again.

- Use a blind filter.
- Water backwash before chemical, load portafilter while brew group is running. Be sure not to lock it on completely, tease the seal to remove all of the particles and oils from the shower prior to chemical wash.
- Fill portafilter with water and add 1/3 tsp of chemical and load portafilter into brew group.
- Run continuous pour for 10 seconds on and 5 seconds off. Do this for 10 cycles.

DROP DOWN SHOWER

- Use a small flat screwdriver and lever out the shower by applying pressure across the shower on a horizontal plane.
- Inspect all parts for cleanliness and wear and tear.
- Hand-wash all parts with warm soapy water.
- Clean the brew group, seal housing and jet.
- Reload the group seal and shower.
- Water backwash again. 10 seconds on, 5 seconds off. Complete 10 cycles.