

BARISTA

COFFEE SKILLS



COSTA

Name.....(Please print)

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Coffee Training – Barista Level

Introduction

Coffee is the heart of our business, and we promise to deliver to our customers their Perfect Coffee Break. As such, learning the key knowledge and skills of a 'barista' is a critical part of being a Team Member.

This programme has been designed to take you through each stage of learning step by step, at the end of which you will be assessed. Pass this assessment and you will have earned the right to be referred to as 'barista' while working on the machine.

Throughout the module there is a structure to follow, represented by the following icons -



INFORMATION



PRACTICAL EXERCISE



OBSERVATION



ASSESSMENT

At the end of the coffee drinks section there is a formal assessment and sign-off of your abilities as a Barista. You must pass this before being permitted to serve our customers without supervision. The practical and written assessments can be found at the back of this workbook.

You will be assigned an accredited Barista Maestro to deliver your coffee training, and this is the person who will also sign off your assessments once completed.

The Barista Training Module contains:

- Glossary of Terms.
- Coffee Facts, the Costa Story and Costa's Unique Blend.
- Introduction to the Equipment.
- The Perfect Costa Espresso – what it is, and how to make it.
- Building on the Espresso.
- Milk Steaming, Frothing and Texturing.
- Core Coffee Drinks – what they are, and how to make them.
- Cold Drinks – Frescato and Iced Coffees.
- Best Practice and Top Tips.

Suggested Timescales

If working on a full-time basis, by the end of your first week you should have been taken through all the core recipes. During your second week you will have many opportunities to demonstrate consistency, with the close support of a colleague. After this you will be ready to begin the assessments. If working on a part-time basis this could take up to 6 weeks to complete.

The Barista Training Workbook is only a guide and must be used together with other training material available to you in Costa. For instance, the Core Operating Standards Manual & the Team Member Core Skills Manual to enable you to obtain an in-depth knowledge of Coffee Excellence Standards within Costa. Please ask your trainer where these manuals are kept in your store.

You must use and refer to this workbook at all times throughout your coffee training. It is your guide and reference on Coffee Excellence Standards in Costa, and is proof that you are a trained Barista once all assessments have been completed and signed off by you and your trainer.

Glossary of Terms

Barista – literally ‘barperson’; used to describe our skilled coffee makers in store

Crema – the golden brown/hazelnut ‘foam’ that forms on top of an espresso

Shot – one ‘serving’ of coffee (either from the grinder or the machine)

Tamp – the pressing down on to the coffee grind while in the group handle prior to extraction

Extraction – the process by which water is forced under pressure through the coffee to produce the espresso

Arabica – an excellent quality species of coffee, important for aroma and acidity

Robusta – a good quality species of coffee, important for Body and Crema

Coffee ‘cherry’ – the fruit in which the coffee beans grow

COSStA Check – a regular review of all core brand standards, including coffee

Quick Coffee Facts

- The average coffee tree produces a kilogram of coffee per year. The cherries are red when picked – the beans inside, once the skin is removed, develop their brown colour and distinctive smell when roasted.
- According to folklore the coffee bean was discovered by an Ethiopian goatherd who noticed that his animals got frisky after eating the berries from the coffee tree.
- The world’s most expensive coffee comes from beans that have passed through the digestive system of Indonesian monkeys. The brew called Kopi Luwak, costs around £5 a cup and has an ‘earthy’ taste.
- All 53 coffee-producing nations lie along the equator. Brazil produces a third of the world’s output – 2 million tonnes every year.
- Turkish bridegrooms must make a promise during their wedding ceremony to always provide their wives with coffee. Failure to do so is grounds for divorce.
- Cappuccino gets its name from its foam topping which is said to resemble the cowl of the Roman Catholic Capuchin Friars.
- The word ‘coffee’ comes from the Arab word qahwa, which translates as ‘that which prevents sleep’.
- Coffee is the second most traded product in the world after oil.
- There are more than 25 strains of coffee, but most brews come from three bean varieties: Robusta, Liberia and Arabica. The latter represents 70% of total coffee production.
- Approximately four thousand beans are needed to produce one pound of roasted coffee.





The Costa Story – key dates

- 1971 – The Costa brothers opened their wholesale business in London.
- 1978 – The first Costa store was opened.
- 1988 – Coffee production moves to Old Paradise Street, Lambeth, London.
- 1995 – Costa acquired by Whitbread.
- 2001 – £1 million investment in a new roaster at the Lambeth Roastery.
- 2005 – Costa opens its 400th UK store, in Cambridge.
- 2006 – Costa opens its 100th overseas store in Dubai and 500th global store in Summertown.
- 2007 – Costa (UK Equity & Franchise) opens its 600th store in Wimbledon.
- 2007 – Costa becomes the leading coffee brand with regards to having the most stores in the UK.
- 2007 – Costa holds its 1st International Barista of the Year competition.
- 2008 – Costa opens its 1000th store in Moscow.
- 2009 – It is official 7 out of 10 coffee lover's prefer Costa!
- 2010 – Costa launches its first new core coffee drink since 1971 – Flat White

The Costa Blend – ‘Mocha Italia’



- All the coffee used in Costa stores is produced at our own Roastery in Lambeth. We select and buy our own beans to ensure we get only the best.
- We use the best blend – 6 **arabica** beans to 1 **robusta** – which has been perfected over 30 years. These beans are grown in a variety of countries around the world – the exact recipe is a closely guarded secret!
- Our beans are roasted the Italian way, using an Italian-style drum roasting machine. We roast in 300kg batches at temperatures between 200-240°C, and it slowly roasts our blend for between 18 and 22 minutes. This is much slower than a flame-roasting process, and more costly. However, it produces far superior coffee – and Costa never compromises on quality.
- The beans are sealed in special air-tight bags as soon as they have been roasted and the one-way release valve on the front of the bag allows naturally-produced gases to escape. This maintains the quality of the coffee.
- Costa also serves a **decaffeinated** espresso coffee. This is the same quality as our standard Mocha Italia, but having had the caffeine removed. However, rather than grinding the coffee in store, there are coffee ‘pods’ which are pre-prepared. This allows us to maintain the consistency of the product and to ensure our customers drink only the freshest possible decaffeinated coffee.
- Lastly, all our coffee drinks can be made using **Fairtrade** coffee, and unlike other brands, Costa does not charge extra for this. As with our decaffeinated coffee, drinks with Fairtrade coffee are made using pre-prepared pods.
- Fairtrade coffee guarantees the growers a better deal through a fair price and better working conditions.





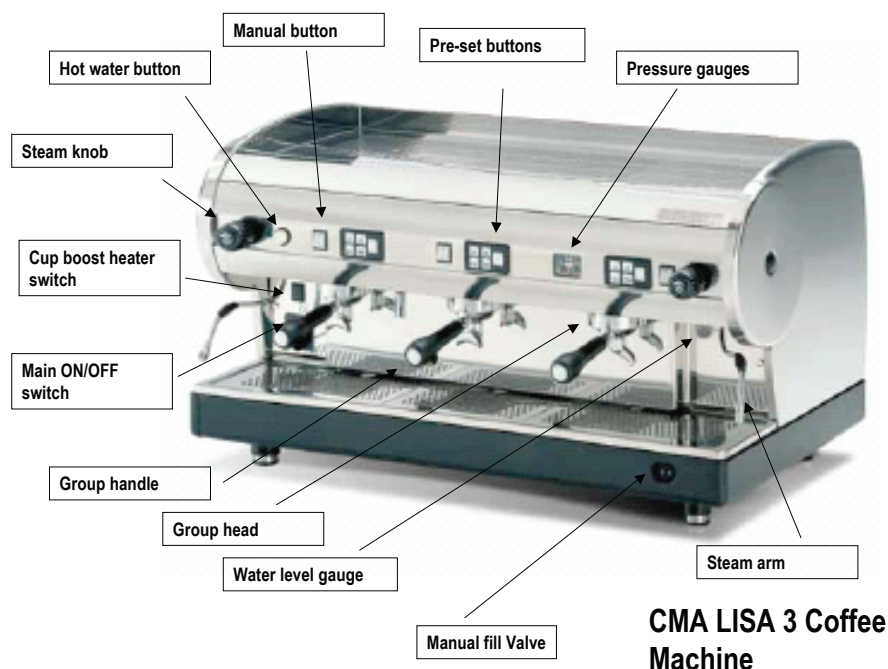
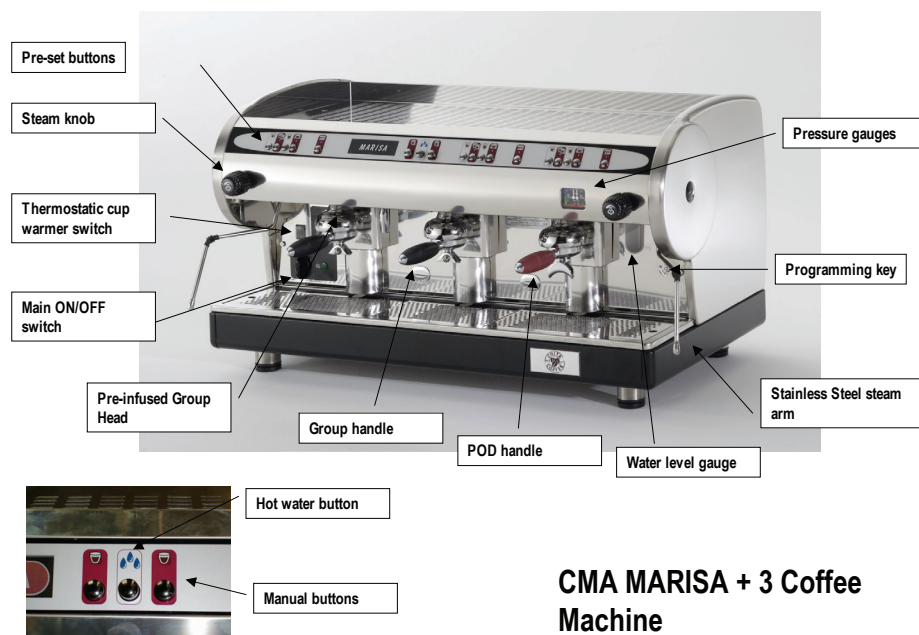
The Equipment – an overview

As a 'barista', you will be expected to know how to use two key pieces of equipment – the grinder and the espresso machine. You will also need to learn how to use the equipment for our iced-based product, Frescato.

The Espresso Machine

The following information will ensure that you are competent and safe in using the equipment, and that you do not break any of the parts unnecessarily.

- Costa uses machines made by CMA of Italy, with specifications that are unique to our business.
- The espresso machine heats water, and dispenses either hot water or steam. The machine itself does not make espresso. It is the combination of water and pressure that allows a barista to create the perfect Costa espresso.





Observe a colleague in store using the espresso machine, ensure that they explain each part to you and how it works, (focus on the parts of the machine not the making of the drinks) –

- The power switch. *Is the machine ever turned off for any length of time/at the end of the day?*
Yes **No** (circle) *Why?*
- The steam arm and steam control.
- The group head.
- There are two types of button for starting the extraction *How do they start and stop? When should they be used?*
- The pressure gauge. *What pressure shows when extraction starts? What should the steam pressure be?*
- The hot plate for cups.
- The hot water spout. *How do you get hot water?*
- With the guidance of a colleague or trainer, now practise using the different parts of the espresso machine.



The Grinder

- Costa uses grinders made by Mazzer of Italy, as these are regarded as the best quality and most consistent grinders available.
- Mazzer grinders are 'burr' grinders, which literally grind the coffee beans between two spinning metal blades (burrs). It is the distance between these burrs that determines the size of the coffee grind, which in turn affects the quality of the espresso. You will discover this for yourself in the next section.



Observe a colleague in store using the grinder, ensure that they explain each part and how it works

- The gate on the hopper. *What does it do?*
- The grind adjustor
- Bean hopper slide. *What does it do?*
- Dispensing Arm. *What must you not do with it?*
- Tamper
- On/Off Switch. *What must you do if it is on the number 1, but not grinding coffee?*



- With the guidance of a colleague or trainer, now practise using the different parts of the grinder.

Group Handles

- These are the handles that contain the filter baskets into which the coffee grind is dispensed. There are four types of group handle – single shot (7g pods only), double shot, triple shot and one used solely for coffee pods (with a distinctive coloured handle).



- Ask your trainer or a colleague to show you the single, double, triple and pod group handles, and how they lock into the group head.



Now try this yourself.

Blender

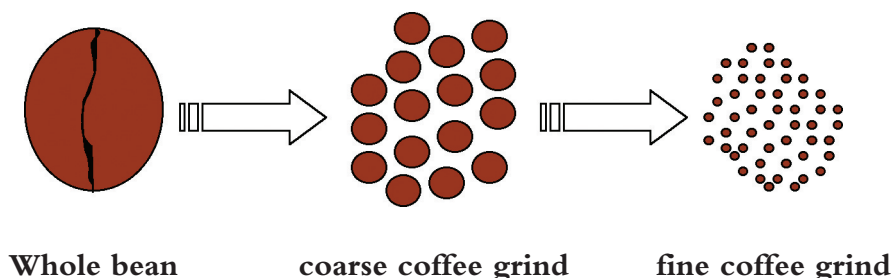
- Costa uses the Blendtec Smoother machine, which has been pre-programmed (on program 1) to blend drinks in the 12oz, 16oz and 20oz measures that are served.
- It has the most powerful commercial blender motor available – which means less blending time and a quicker delivery of drinks to our customers. Sound-proofed to reduce noise levels, there are three jugs per blender.
- You will be trained on how to use the blender when producing a frescato in section 5 of this workbook.

The Espresso

The espresso is the very heart of Costa. It forms the base for all our coffee drinks, and as such it is very important that it is made to standard 100% of the time.

An espresso could be described as an intense ‘kick’ of coffee flavour, with a bitter-sweet aroma, always topped by a dense, golden brown/hazelnut layer of ‘crema’. This crema on top is your guide to the quality of the espresso underneath. For example, if the crema is too pale and thin, it indicates that the espresso will be too weak and watery. If the crema is too dark, the espresso will be burnt and bitter.

There are a number of factors that influence the quality of the espresso. The most important of these is the ‘grind’. This is the consistency of the coffee ‘powder’ that is produced by the grinder.



If the grind is too coarse, then water will pass through too quickly. This will result in an ‘under-extracted’ watery espresso with few of the required characteristics.

If the grind is too fine, then water will pass through too slowly. This will result in an ‘over-extracted’ burnt espresso with many of the undesirable characteristics.

But how do we know what ‘too quickly’ or ‘too slowly’ is?

Every Costa espresso must be made to a strict recipe. In order for the best quality to be produced, we require –

2 x 7g of coffee grind
20 seconds extraction time
2 x 30ml of coffee liquid (plus min. 3mm crema)

Therefore, if the grind is coarse, within 20 seconds more than 30ml of liquid will be produced because the water flows through quickly. If the grind is too fine, then less than 30ml of liquid will be produced because the water flows through slowly.

As the amount of coffee used (2 x 7g), the extraction time (20secs) or the desired end result (2 x 30ml coffee liquid) cannot be changed when producing a perfect Costa espresso, the only variable will be the grind size. Therefore, it is part of a barista’s responsibility to ensure that the grinder is grinding appropriately.

To do this in store, you must learn how to perform the **grind/dose check**.



Grind and Dose Procedure

When checking the grind, you will need the following equipment: 7gram scoop, teaspoon, 2 x 50ml plastic measuring beakers, timer and a double group handle. Please complete the following steps:

Grind

- Put the required amount of coffee beans in the hopper.
- Take the 7g scoop and place towards the back of the dosing chamber
- Switch the grinder on and allow the scoop to fill with ground coffee
- Tap the measuring scoop and allow the ground coffee to settle. Remove any excess coffee by chopping & levelling off the top of the scoop with the side of a teaspoon handle
- Place this 7g of coffee into the double group handle
- Repeat the above
- Level the coffee in the group handle by tapping with your hand or by using the cradle on the grinder
- Tamp the coffee with attitude (the equivalent of a firm handshake)
- Twist in one direction to smooth the surface of the coffee
- Wipe the top of the group handle to remove any coffee grains
- Place the double group handle into the machine
- Place 2 plastic measuring beakers underneath the spout of the group handle
- Set the timer to 20 seconds
- Start the extraction and the timer simultaneously.

N.B. Please note if you have a new Marisa machine in-store (See diagram on page 5) you should start the timer when you see coffee dispensing from the group handle.

- Aim to get 2x 30ml espresso in 20 seconds.
- If you are getting more than 30ml, the grind is too coarse and you need to make it finer.
- If you are getting less than 30ml, the grind is too fine and you need to make it coarser.

To adjust the grind and make it finer...

- Switch the grinder on
- Turn the collar on top of the grinder anti clockwise. Remember....only a small adjustment is required (maybe 1 or 2 notches)
- Let some of the new grind come through for 3-4 seconds and then switch the grinder off.
- Re-check as detailed above

To adjust the grind and make it coarser...

- Switch the grinder on
- Turn the collar on top of the grinder clockwise.
- Let some of the new grind come through
- Re-check.

N.B. Before rechecking ensure that a little coffee is allowed to grind for approx 3 seconds into the dosing chambers. This will ensure no old grind is mixed in with the new, as this will affect the next extraction recheck.

When checking the dose, you will need weighing scales and a napkin.

Please complete the following steps:

Dose

- Ensure the dosing chamber is half full, and levelled across.
- Weigh a folded napkin and zero on the scales
- Using the hopper lid, place the napkin unfolded over it, and dispense 5 portions of coffee onto the napkin by using the lever on the side of the grinder.
- Weigh the coffee and the napkin together
- It should weigh 35 g, that is, 7 g per portion.
- If the average is not 7 grams then you must adjust the dose.
- More than 7grams, the dose is too big and you must make it smaller
- Less than 7 grams, the dose is too small and you must make it bigger.
- To adjust the dose, loosen the screw on the top of the dose regulator and then twist the nut manually (clockwise to reduce the portion, anti clockwise to increase the portion)

Section

1

The
Espresso



Observe a colleague in store performing the grind and dose check on the grinder today. Look out for the following processes –

- Grinding coffee into a 7g scoop. *Why is this being done?*
- Tamping the coffee in the group handle.
- Extracting coffee into measuring beakers, rather than espresso cups.
- *Look at the results – do you think the grind is too fine or too coarse?*
- Moving the burr blades in the grinder to adjust the grind. *How is this done?*
- *Should the blades be grinding coffee when you move the grind adjustor?* **Yes** **No** (circle)
- Dispensing 5 shots of ground coffee and weighing them. *What should they weigh?*
- Adjusting the dose (if applicable).



Now it's your turn. With the guidance of a colleague, please complete a grind & dose procedure. Remember the following procedures.

Grind

- Grind the coffee.
- Place the 7g scoop at the back of the dosing chambers.
- Chop & level accordingly.
- Complete procedure once more.
- Level, Tamp, Twist & Wipe to the correct standards explaining why it is important to conduct each of these procedures.
- Extract to the required standard. Describe to your trainer what you are looking for.
- Recheck if required using the correct procedures. Describe to your trainer what you are doing when changing the grind, and why you are re-checking it.

Dosage

- Grind coffee into dosing chambers.
- Weigh napkin.
- Dispense coffee onto napkin following the correct procedures. Explain to your trainer what standard you are looking for and why?
- Recheck using the correct procedures observed. Explain what you are doing when changing the dosage, and why you are re-checking it.

Section

1



The Espresso

Conduct this procedure 5 times following the same procedures. Remember the correct grind and dose standards are critical to the quality of the coffee.



Grind/dose check successfully completed three times and correctly recorded:

Signed

Signed (in-store trainer)



It is a standard in every store that the extraction is checked three times a day, and the dose once a day. These checks must be recorded on a Coffee Heartbeat Sheet :

If the check delivers an espresso that is more or less than 30ml in volume, then the grind size needs to be adjusted. If during the check, more or less than 7g of coffee are dispensed, then the dose needs to be adjusted.


N.B. Remember to record the extraction and dose before any adjustments are made

Where is the Coffee Heartbeat Sheet for your store?

With the guidance of a colleague, perform a grind and dose check on the grinder and complete the relevant sections of the Coffee Heartbeat Sheet. If applicable, make the necessary adjustments to the grind and the dose.



Repeat this twice more.



"Perfect coffee breaks"

Heart Beat Sheet

Dosage Checked	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
Day							
Time							
Initials							

Extraction
20 seconds

40ml							
38ml							
36ml							
34ml							
32ml							
30ml							
28ml							
26ml							
24ml							
22ml							
20ml							

Managers Signature _____

Making an espresso

In order to make a single espresso, Costa always uses the double group handle. This requires 2 x 7g of coffee to be dispensed, and will result in 2 x 30ml espressos within the 20 seconds permitted extraction time.

If serving or using just one of the single espressos, the second one can be used for the next drink *if this is made within 15 seconds*. If this is not applicable, then the un-used espresso must be poured away.



Spend 5 minutes watching a colleague on the machine. Observe how each espresso is made. Look out for the following processes –

- Heating cup with hot water using the hot water button. *Why do we do this?*
- Removing the group handle from the machine. *Which group handle is used?*
- Knocking out the old coffee grind.
- Dispensing the coffee. *How many doses are dispensed?*
- Tamping the coffee. *How much pressure is applied?*
- Locking the group handle in place.
- Placing the correct crockery/takeaway cup under the group handle.
- Starting the extraction. *Which button is pushed?*
- The rate of extraction. *How is the coffee flowing?*
- Stopping the extraction. *How does this happen?*
- The end result. *Is it the correct volume?* *Is there a quality crema?*

Remember to ask any other questions that you have!



Now it's your turn. With the guidance of a colleague, please make a perfect Costa espresso. Remember the following procedure –

- Heat the cup with hot water using the hot water button.
- Remove the group handle from the machine.
- Knock out the old coffee grind.
- Place the group handle in the cradle beneath the dose chamber of the grinder.
- Dispense two 7g doses of coffee grind into the group handle.
Top Tip – always guide the lever back into place; do not just let go!
- Tamp with attitude.
- Wipe any loose grind off the rim of the group handle.
- Lock the group handle into the group head.
- Place two espresso cups under the group handle.
- Begin the extraction. *Check the flow of coffee.*
- Stop the extraction (if applicable).
- The end result – look at the crema and describe it to your trainer. Taste the espresso, what should the reactions be on your palate.



Continue this now by making 6 espressos following the same procedures.



6 espressos all made to the Costa standard :

Signed

Signed (in-store trainer)

Section

1

The
Espresso



Building on the Espresso – double espresso and ristretto

A double espresso (or ‘doppio’) uses 14g of coffee, with 20 secs extraction time to produce 60ml of coffee, plus at least 3mm of crema.

The procedure for making a double espresso is the same as that for a single espresso, except that the shots are extracted into one, larger cup.



Ask a colleague to show you how to make a double espresso. Look out for the following –

- Heating cup with hot water using the hot water button.
Why do we do this?
- Dispensing the coffee.
- Tamping the coffee.
- Locking the group arm in place.
- Placing the correct crockery/takeaway cup under the group handle.
- The rate of extraction.
- The end result. *Is it the correct volume?*
Is there a quality crema?



Section

1

The Espresso



Having watched how to make a double espresso, now make one yourself. Remember the following procedure –

- Heat the cup with hot water using the hot water button.
- Remove the group handle from the machine.
- Knock out the old coffee grind.
- Dispense two 7g doses of coffee grind into the group handle. Tamp with attitude!
- Wipe any loose grind off the rim of the group handle.
- Lock the group handle into the group head.
- Place a double espresso cup beneath the group head.
- Begin the extraction. *Check the flow of coffee.*
- Stop the extraction (if applicable).
- The end result – *what does the crema look like? Describe it to your trainer.*

Ask your trainer to give feedback on the double espresso.

If required, repeat the process to make a double espresso to the Costa standard.



Ristretto (restricted; extra strong)

A ‘ristretto’ is made in the same way as an espresso, but it is extracted for less time, producing a shorter (c20ml), more intense coffee ‘kick’.



Now make a single ristretto, following the process for a single espresso, BUT stop the extraction after just 15 seconds (if you are using an automatic machine, ask your trainer how to do this).

Look at your ristretto. *How does it differ from the espresso?*


It is also possible to make a double ristretto. As per the double espresso, follow the same process as for a single ristretto, but extract both shots into one cup (still within 15 seconds).


Coffee Pods

Certain machines allow you to use coffee 'pods', which are small pockets filled with 7g (single shot) or 14g (double shot) of pre-ground Mocha Italia. If your customer requires decaffeinated coffee, or coffee made with Fairtrade coffee, then this requires the use of a pod and the correct group handle.

Instead of dispensing coffee from the grinder, simply place the appropriate coffee pod into the special group handle. There is no need to tamp – just lock the group handle into the group head and continue with the following process –

- Start the extraction.
- Stop the extraction after 20 seconds (if applicable).

 Ask your trainer to show you the pods and the special group handle, and how to make an espresso using them.

 Now make two double espressos, using coffee pods.

Top Tip

You will need to heat up the special group handle by locking it into the group head and extracting water through for 5 secs prior to putting in the pod.

Remember, when using decaf pods, you must flush the group head for 2 seconds before inserting the group handle. This is to remove any caffeine residue and minimise cross contamination.

SECTION TWO

Milk

Costa uses different types of milk. Customers can request their drink to be made with any type. Ask your Trainer to explain the milk standards to you and show you where all the milk is stored. There are three main techniques that you will need to learn in order to be able to make the whole range of drinks – steaming, frothing and texturing.

N.B. If milk has been steamed, frothed or textured – it should *never* be re-heated for quality and Health & Safety reasons.



Section

2

Presentation

Frothing

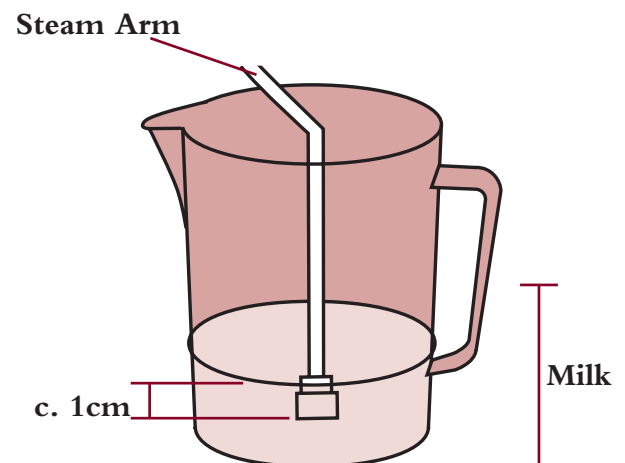
This is the process of creating a smooth, velvety milk froth for use in a cappuccino, hot chocolate or mocha (chocolate cappuccino).

To achieve the critical temperatures switch off the steam at **140°F** so that the milk rises to 150-155°F; if it rises above **160°F**, the milk has been burnt, and *you must start again*.

The key to a good frothing technique is that the steam arm should be positioned about 1cm under the surface of the milk. As steam is forced through, the air circulates around the milk and reacts with the fat content within it. This reaction causes the volume of the milk within the jug to increase.

As the volume increases, the jug must slowly be lowered to compensate – therefore keeping the end of the steam arm continuously about 1cm under the surface of the milk. Continue this until the temperature reaches **140°F**, when the steam must be switched off.

Once the milk has been frothed, it must be ‘banged and swirled’. This technique of banging the jug on the counter, and swirling the milk around the jug, will change its appearance and consistency. The banging will pop the large air bubbles that have formed, and the swirl will combine the liquid with the froth. It will become smoother, more shiny and more velvety in texture.



Spend 10 minutes watching a colleague frothing milk on the machine. Pay particular attention to the following –

- Where the milk is stored.
- How much milk is added to the jug.
- The thermometer.
- Where the jug is positioned while steaming.

- Where the steam arm and control are on the machine.
- Purging the steam arm before putting it into the milk. *Why is this done?*
- The position of the steam arm in the milk.
- How the milk jug is slowly lowered as the volume increases.
- The sound of the milk as it is being frothed.
- The temperature at which the steam is turned off.
- The appearance of the milk at this stage.
- Cleaning the steam arm.
- Purge the steam arm once more. *Why is this done?*
- When and how the milk is 'banged and swirled'.
- The final appearance and consistency of the milk.

Section

2

Milk



With the support of a colleague or your trainer, now practise frothing milk. Follow the process below –

- Where the milk is stored.
- How much milk is added to the jug.
- The thermometer.
- Where the jug is positioned while frothing.
- ⅔ fill a jug with cold milk.
- Purge the steam arm.
- Place the steam arm 1cm into the milk using the clip and turn the steam on full. Do not touch the steam arm with bare fingers, it is hot.
- As the temperature rises, and the volume increases, slowly lower the jug.
- Switch off the steam when the temperature reaches **140°F**.
- Clean the steam arm with a clean, wet cloth.
- Purge the steam arm.
- Bang the jug on the counter. **Top Tip** – tilting the jug backwards slightly stops the froth flying up!
- Swirl the jug. **Top Tip** – draw circles quickly on the counter with the jug tilting forward slightly.
- Alternate between bang and swirl until the surface is smooth and shiny.

Repeat this practise 6 times.



Milk frothed consistently to standard:

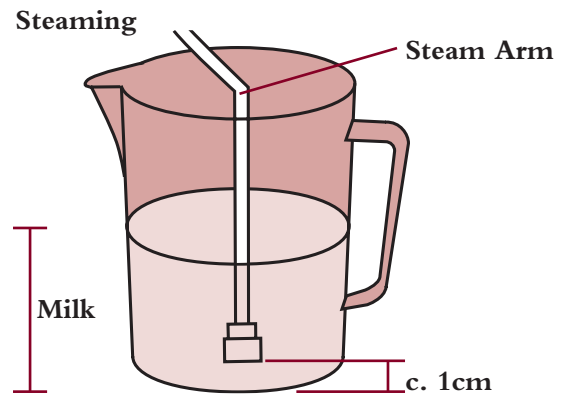
Signed

Signed (trainer)

Steaming

This is the process of heating the milk for a caffè latte (milky coffee). Steam from the coffee machine is used to raise the temperature of the milk to an optimum of 155°F.

In order to do this, the steam arm is placed deep inside the milk to within 1cm of the base of the milk jug, and steam is released until the temperature on the thermometer reaches **140°F**; then you must switch off the steam. The steam arm is kept in place for the duration of the steaming.



The temperature of the milk will continue to rise to between 150°F and 155°F. However, if the steam was not stopped at the required **140°F**, the temperature may rise to over **160°F**. If this happens, the milk is burnt, and *you must start again*. A little froth will naturally form.



Ask your trainer to show you how to steam milk. Alternatively, watch a colleague on the coffee machine making caffè lattes. Pay particular attention to the following –

- Where the milk is stored.
- How much milk is added to the jug.
- The thermometer.
- Where the jug is positioned while steaming.
- Where the steam arm and control are on the machine.
- Purging the steam arm before putting it into the milk. *Why is this done?*
- How far the steam arm is inside the milk.
- How the steam is released.
- *At what temperature the steam has been stopped?*
- How the steam arm is cleaned. *Why is this done?*
- Purging the steam arm once more. *Why is this done?*
- What the milk looks like now.
- At what temperature the thermometer needle has rested.



Now it's your turn. Practise steaming milk following the process below –

- Take the milk out of the fridge.
- ½ fill a jug with the milk (either 1L or 1.5L jug).
- Place the milk back in the fridge.
- Ensure there is a thermometer attached to the side of the jug.
- Purge the steam arm.
- Using the safety clip, position the steam arm into the milk so that it rests 1cm from the base of the jug. *Do not touch the steam arm with your bare fingers – it is hot!*
- Turn the steam on full and keep your eye on the rising temperature.
- Once the needle reaches **140°F**, switch off the steam.
- Remove the jug from the steam arm and place on the counter.
- Clean the steam arm immediately with a clean, wet cloth.
- Purge the steam arm.
- Ensure the final resting temperature of the milk has not exceeded **160°F**.

Repeat this practise 3 times.

Texturing

This is the process of creating a smooth and glossy milk for use in a Flat White. To achieve the critical temperatures switch off the steam at 140°F so that the milk rises to 150-155°F; if it rises above 160°F, the milk has been burnt, and you must start again.

The key to a good texturing technique is that the steam arm should be positioned about 1cm under the surface of the milk for 7-8 seconds initially. As steam is forced through, the air circulates around the milk and reacts with the fat content within it. This reaction causes the volume of the milk within the jug to increase slightly.

After 7-8 seconds, tilt the jug to a 40 degree angle, lower the steam arm into the milk, positioning the steam arm at the side of the jug. You are aiming for the milk to spin in the jug like a 'whirlpool'. Continue this until the temperature reaches 140°F, when the steam must be switched off.

Once the milk has been textured, it must be 'banged and swirled' as per the technique when frothing milk. This technique of banging the jug on a surface, and swirling the milk around the jug, will change its appearance and consistency. The banging will pop the large air bubbles that have formed, and the swirl will combine the liquid to create a velvety, glossy texture – it should look like melted ice cream.



Spend 10 minutes watching a colleague texturing milk on the machine. Pay particular attention to the following –

- Where the milk is stored.
- How much milk is added to the jug.
- The thermometer.
- Where the jug is positioned while texturing.
- Where the steam arm and control are on the machine.
- Purging the steam arm before putting it into the milk. *Why is this done?*
- The position of the steam arm in the milk initially.
- How the milk jug is slowly lowered as the volume increases.
- When the jug is tilted, and where the steam arm is placed for texturing.
- The sound of the milk as it is being textured.
- The temperature at which the steam is turned off.
- The appearance of the milk at this stage.
- How the steam arm is cleaned. *Why is this done?*
- Purge the steam arm once more. *Why is this done?*
- When and how the milk is 'banged and swirled'.
- The final appearance and consistency of the milk.

N.B. Try to use a 1 litre stainless steel jug when texturing milk. A 1.5 litre jug is much more difficult to use and get the required consistency for each drink.



With the support of a colleague or your trainer, now practise texturing milk.

Follow the process below –

- Fill a jug with 1/3 cold milk.
- Purge the steam arm.
- Place the steam arm 1cm into the milk using the clip and turn the steam on full. Do not touch the steam arm with bare fingers, it is hot.
- As the temperature rises, and the volume increases, slightly lower the jug.
- After 7-8 seconds tilt the jug to a 40 degree angle, positioning the steam arm at the side of the jug. Aim to get the milk to ‘spin’ in the jug like a whirlpool.
- Switch off the steam when the temperature reaches 140°F.
- Clean the steam arm with a clean, wet cloth.
- Purge the steam arm.
- Bang the jug on the counter. Top Tip – tilting the jug backwards slightly stops the froth flying up!
- Swirl the jug. Top Tip – draw circles quickly on the counter with the jug tilting forward slightly.
- Alternate between bang and swirl until the surface is smooth and shiny.

Repeat this practise 6 times.



Milk textured consistently to standard:


Signed

Signed (in-store trainer)

Cream

Some drinks in the Costa range are topped with whipped cream; and customers can request whipped cream as a paid-for extra.


Costa insists upon using only fresh cream, which is whipped daily in store using a canister and gas bulb.

 Watch your trainer or colleague make up a canister of whipped cream. Pay particular attention to the following –

- The volume of fresh cream poured into the canister.
- Any additions, such as water or sugar.
- Where the gas bulbs are stored.
- How the bulb is fixed to the canister.
- How the gas is released and what happens next.
- How the cream is dispensed from the canister.

Now watch as the cream is added to a drink. Find the answer to the following questions –

- *How much cream is added?*
- What pattern could this be described as – zigzag swirl figure of eight random
(circle your answer).

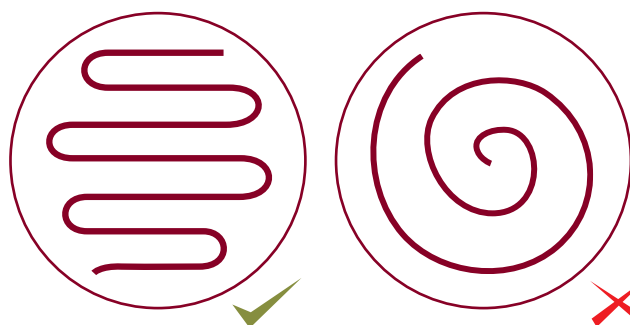
 Now it's your turn. With the support of your trainer, make up a canister of whipped cream following the process below –

- Take cream out of the fridge and pour into the clean canister (approx 125mls).
- Dissolve 2 x white sugar sachets in an espresso cup of hot water.
- Add this hot water and sugar mix to the cream in the canister.
- Screw the sterilised top on firmly.
- Place a gas bulb into the holder and carefully screw into position firmly.
- Shake the canister for 30 seconds.
- Dispense a portion of whipped cream into a cup with a zigzag motion.

Well done!

Top Tips and Safety Notes

- Gas bulbs are very cold after use – handle with care.
- Remember, it is brand standard to always day dot cream canisters.
- Always put the canister back in the fridge if it contains cream.
- Shake well before each use.
- Cream should be added to drinks in a zigzag pattern and not piled high.



SECTION THREE

The Hot Drinks Range – ask your Trainer to show you the relevant sections in the Core Operating Brand Standards Manual.



Macchiato (pronounced makiato)

This is espresso topped with a dash of milk froth or cold milk. It can be made in two sizes – solo, or single (30ml), and doppio, or double (60ml).



Observe a colleague or your trainer making a macchiato. Pay particular attention to the following –

- What size drink is being made – *which cup is being used/Is it heated with hot water?*
- How many shots are prepared – *which group handle is used?*
- Which is produced first – *is it the milk or the espresso?*
- How the milk is prepared.
- Which is added to the cup first.
- The amount of milk.
- The end product



Don't forget to ask any questions that you have!

Now make a solo macchiato with milk froth on your own, with the support of a colleague or your trainer. Follow the process below –

- $\frac{1}{2}$ fill a jug with cold milk.
- Froth the milk to 140°F, switch the steam off and *clean the steam arm*.
- Dispense 2 x 7g doses of freshly ground Mocha Italia into a double group handle.
- Lock the group handle into the machine.
- Extract the 2 shots of espresso into two single espresso cups for 20 seconds.
- While your espressos extract, bang and swirl the milk until smooth and velvety.
- Choose the better espresso, and add a dash of milk froth on top.

Try this again.

Now make a doppio macchiato. Simply repeat the process above, but with the following changes –

- Use a **double espresso cup**.
- Extract the **2** shots of espresso (60ml) for 20 seconds into **one** cup.

Try this again.

Section

3

The Hot
Drinks
Range



Espresso con panna (espresso with fresh cream)

This is espresso topped with whipped cream. It can be made in two sizes – solo, or single (30ml), and doppio, or double (60ml).



Observe a colleague or your trainer making an espresso con panna. Pay particular attention to the following –

- What size drink is being made – *which cup is being used and is it heated with hot water?*
- How many shots are prepared – *which group handle is used?*
- How the cream is prepared.
- Which is added to the cup first.
- The amount of cream.

Don't forget to ask any questions that you have!



Now make a single espresso con panna on your own, with the support of a colleague or your trainer. Follow the process below –

- Dispense 2 x 7g doses of freshly ground Mocha Italia into a double group handle.
- Lock the group handle into the machine.
- Extract the 2 shots of espresso into two single espresso cups for 20 seconds.
- While your espressos extract, take the pre-prepared cream canister out of the fridge.
- Stop the extraction after 20 seconds.
- Take one of the single espressos and carefully top with whipped cream in a zig zag pattern.

Try this again.

Section

3

The Hot
Drinks
Range





Americano

This is espresso with hot water – close to a ‘normal’ black/white coffee, but with more coffee flavour. It can be made in three sizes – primo (12oz), medio (16oz) or massimo (20oz). The primo contains two shots of espresso, the medio three shots and the massimo four shots.

It can be served with or without milk – hot or cold, depending on the customer’s preference. If your customer is drinking in, serve the milk separately in a small ceramic milk jug.



Observe a colleague or your trainer making americanos, both with and without milk. Pay particular attention to the following –

- What size drink is being made – *which cup is used?*
- How many shots are prepared – *which group handle is used?*
- Which is produced first – *is it the hot water or the espresso?*
- Where the hot water comes from and how this is controlled.
- How much volume of liquid is in the cup.
- The crema – *how does this compare to the crema on an espresso?*

Don’t forget to ask any questions that you have!



Now make a **primo** americano on your own, with the support of a colleague or your trainer. Follow the process below –

- Place a 12oz cup under the water spout and 3/4 fill with hot water if Black Americano and 2/3 fill if Americano with milk.
- Dispense 2 x 7g doses of freshly ground Mocha Italia into a double group handle.
- Tamp with attitude!
- Lock the group handle into the machine.
- Place the cup with water under the group handle.
- Extract your 2 shots of espresso (60ml) directly into the cup within 20 seconds.
- Analyse the results – *is there an even spread of crema?*

Try this again.

Now make a **medio** americano. Simply repeat the process above, but with the following changes –

- Use a **16oz** cup.
- Dispense **3** x 7g doses of freshly ground Mocha Italia into a **triple** group handle.
- Extract the **3** shots of espresso (80ml) for **35 seconds**.

Try this again.

Now make a **massimo** americano. Simply repeat the process above, but with the following changes –

- Use a **20oz** cup.
- Dispense **2** x 7g doses of freshly ground Mocha Italia into each of **2 x double** group handles.
- Extract the **2 x 2** shots of espresso (2 x 60ml) for **20 seconds per double**.

Try this again.

Section

3

The Hot Drinks Range

Caffè Latte

This is a milky, smooth coffee, with fewer shots of espresso than other drinks. It can be made in three sizes – primo (12oz), medio (16oz) or Massimo 20(oz). The primo contains one shot of espresso, the medio two shots and the Massimo three shots; these are added to steamed milk.

If making a primo or medio size for customers drinking in, it must be served in a glass.


N.B. Remember that primo take away latte contains two shots of espresso



Section


3

The Hot
Drinks
Range

 Observe a colleague or your trainer making caffè lattes. Pay particular attention to the following –

- What size drink is being made – *is a glass being used?*
- Which is produced first – *is it the steamed milk or the espresso?*
- How the milk is steamed.
- How many shots are prepared – *which group handle is used?*
- Which is added to the glass first – *this must be the milk.*
- The end product – *does the coffee diffuse through the milk evenly?*

Don't forget to ask any questions that you have!

 Now make a **primo** caffè latte on your own, with the support of a colleague or your trainer. Follow the process below –

- ½ fill a jug with cold milk.
- Steam the milk to 140°F, switch the steam off and *clean the steam arm.*
- Dispense 2 x 7g doses of freshly ground Mocha Italia into a double group handle.
- Lock the group handle into the machine.
- Extract the 2 shots of espresso into 2 espresso cups for 20 seconds (total).
- While your espressos extract, pour steamed milk into the 12oz latte glass.
- Quickly pour 1 of the 2 espressos into the middle of the steamed milk.

N.B. Latte glasses must be heated with a ⅓ of hot water dispensed from the hot water button.
Pour away this water before adding the steamed milk!

Try this again.

Now make a **medio** caffè latte. Simply repeat the process above, but with the following changes –

- Use a **16oz** latte glass.
- Extract the **2** shots of espresso (60ml) for 20 seconds into one cup.
- Quickly pour the **2** shots of espresso into the steamed milk.

Try this again.

Now make a **massimo** caffè latte. Simply repeat the process above, but with the following changes –

- Use a **20oz** cup.
- Dispense **3** x 7g doses of freshly ground Mocha Italia into a triple group handle.
- Extract the **3** shots of espresso (80ml) for **35 seconds** into a cup.
- Quickly pour the **3** shots of espresso into the steamed milk.

Try this again.

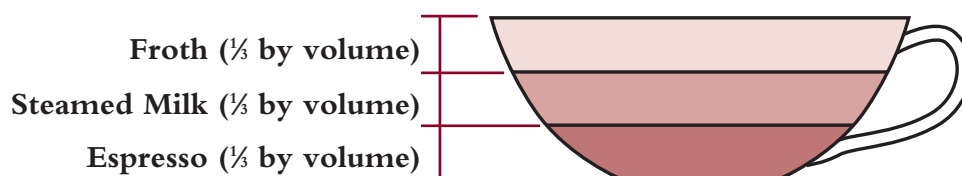
Cappuccino

Section

3

The Hot
Drinks
Range

Named after the Capuchin monks of Italy, this is stronger than a caffè latte, and is made with frothed milk. It can be made in three sizes – primo (12oz), medio (16oz) or massimo (20oz). The primo contains two shots of espresso, the medio three shots and the massimo four shots. Our Cappuccino is $\frac{1}{3}$ coffee, $\frac{1}{3}$ milk liquid and $\frac{1}{3}$ froth by volume.



Observe a colleague or your trainer making cappuccinos. Pay particular attention to the following –

- Which cup is being used – *what size drink will this be?*
- Which is produced first – *is it the frothed milk or the espresso?*
- How the milk is frothed – *look out for the position of the steam arm.*
- How many shots are prepared – *which group handle is used?*
- The ‘bang and swirl’ of the milk – *how does its appearance change?*
- What is poured into the cup first – *is it milk or coffee?*
- *How is the milk poured?*
- The end product – *is there a ring of golden brown/hazelnut crema, and smooth milk froth?*

N.B. The standard is for there to be a ring of golden brown/hazelnut crema, and no large bubbles in the milk froth. Offer the customer a choice of a sprinkle of chocolate powder on the top, using the appropriate brand standard stencil.

Don’t forget to ask any questions that you have!



Now make a **primo** cappuccino on your own, with the support of a colleague or your trainer. Follow the process below –

- $\frac{1}{3}$ fill a jug with cold milk.
- Froth the milk to 140°F, switch the steam off and *clean the steam arm.*
- Dispense 2 x 7g doses of freshly ground Mocha Italia into a double group handle.
- Lock the group handle into the machine.
- Extract the 2 shots of espresso into a primo cup for 20 seconds.
- While your espressos extract, bang and swirl the milk until smooth and velvety.
- Tip the cup and steadily pour the frothed milk into the centre of the coffee, keeping the jug low.

Try this three more times.

Now make a **medio** cappuccino. Simply repeat the process above, but with the following changes –

- Use a **16oz** cup.
- Dispense **3 x 7g** doses of freshly ground Mocha Italia into a **triple** group handle.
- Extract the **3** shots of espresso (80ml) for 35 seconds.

Try this again.

Now make a **massimo** cappuccino. Simply repeat the process above, but with the following changes –

- Use a **20oz** cup
- Dispense **2 x 7g** doses of freshly ground Mocha Italia into each of **2 x double** group handles.
- Extract the **2 x 2** shots of espresso (2 x 60ml) for **20 seconds per double**

Try this again.

Flat White

Flat White is a rich, full flavoured coffee with a unique velvety smooth texture.

Its exact origins are disputed but it's a common drink in both Australia and New Zealand .

The key to the drink is a perfect balance between coffee and milk – a rich, coffee flavour and creamy, velvet textured milk.

It can only be made in one size – primo and we use an espresso shot called ‘cortissimo’ to which we add textured milk.

N.B. You can make this drink using any type of milk that the customer requests – whole, skimmed or soya. You cannot make this drink using Fair-trade or Decaf as you cannot extract a ‘cortissimo’ from the coffee pods.



Now make a Flat White on your own, with the support of a colleague or your Trainer. Follow the process below: –

- 1/3 fill a jug with cold milk.
- Texture the milk to 140F/60C.
- Dispense 3 shots of freshly ground Mocha Italia coffee into a triple group handle.
- Tamp the coffee with attitude and a slight twist to ensure an even surface.
- Wipe any loose grind off the rim of the group handle.
- Lock the group handle into the group head.
- Immediately extract 30ml of coffee through the triple group handle (15 seconds) into a warmed primo cup or takeaway cup.
- Ensure an even spread of approx 3mm of crema is formed on top.
- While your Espresso is extracting, tap and gently swirl your milk until it appears smooth and shiny.
- Steadily pour the textured milk into the centre of the coffee. Start high to pierce through the crema and then drop the jug low to the cup.
- Tilt the jug down to allow the foam to ‘slide’ on top of the drink.
- Wiggle the jug from side to side, gradually moving backwards.
- Finally, pour forwards through the wiggly shape to form a florette pattern.

Try this three more times.



Hot Chocolate

Costa's hot chocolate is a smooth, creamy drink, topped with milk froth.

It can be made in three sizes – primo (12oz), medio (16oz) and massimo (20oz).



Observe a colleague or your trainer making hot chocolate. Pay particular attention to the following –

- What size drink is being made – *which cup will be used?*
- The size of the milk jug being used.
- How many 7g scoops of chocolate powder are added to the milk?
- Purge the steam arm before putting into the milk. *Why is this done?*
- How the chocolate powder and milk is frothed – *what temperature is it heated to?*
- After cleaning the steam arm, purge it once more. *Why is this done?*
- How the chocolate is poured – *when does the pouring stop?*
- The end product – *does the chocolate have a topping of milk froth?*

Section

3

Presentation

Don't forget to ask any questions that you have!



Now make a **primo** hot chocolate on your own, with the support of a colleague or your trainer. Follow the process below –

- $\frac{1}{3}$ fill a 1 litre jug with cold milk.
- Add 3 x levelled 7g scoops of chocolate powder.
- Purge the steam arm.
- Froth the hot chocolate and switch the steam off at 150 so that it doubles in volume.
- Switch off the steam and *thoroughly clean the steam arm*.
- Purge the steam arm.
- Bang and swirl the chocolate milk to create a creamy texture.
- Pour the hot chocolate into a primo latte glass to within 1cm of the rim.
- Top up with frothed milk in the centre of the chocolate.

You might be required to prepare a second jug of frothed milk on its own, unless there is already some available.

N.B. When using the larger 1.5 litre milk jug, you must add 5 x levelled 7g scoops of chocolate powder.

The standard is to offer customers a sprinkle of chocolate powder on the top in the middle of the milk froth. On massimo (20oz) hot chocolate please use the appropriate Brand Standard Stencil.

Try this again, using the larger milk jug.

Hot Chocolate with Marshmallows and Whipped Cream

The base for this drink is the basic hot chocolate recipe as before. In addition, it is topped with fresh whipped cream, with marshmallows served on the side.

The cream is prepared in the usual way (see *Cream*, section 2a), and added to the hot chocolate in a zig zag pattern.

The primo and medio sizes are served in the caffè latte glasses, while the massimo size is served in the standard 20oz cup.

Marshmallows are placed at the side of the glass or cup, using tongs. Add **2** for a primo size drink, **3** for medio, and **4** for massimo. For takeaway drinks, place the applicable number of marshmallows into a takeaway bag or offer to put into drink.

Hot Chocolate with Swizzle Stick and Whipped Cream

The base for this drink is the basic hot chocolate recipe as before. In addition, it is topped with fresh whipped cream, with a swizzle stick served on the side.

The cream is prepared in the usual way (see *Cream*, section 2a), and added to the hot chocolate in a zig zag pattern.

The primo and medio sizes are served in the caffè latte glasses, while the massimo size is served in the standard 20oz cup.

One swizzle stick is placed at the side of the glass or cup for each sized drink. For takeaway drinks, place the swizzle stick into a takeaway bag.

Mocha

This is a chocolaty cappuccino, made by adding the basic hot chocolate recipe to espresso. It is topped with milk froth. It can be made in three sizes – primo (12oz), medio (16oz) or massimo (20oz). The primo contains two shots of espresso, the medio three shots and the massimo four shots.



Observe a colleague or your trainer making a mocha. Pay particular attention to the following –

- How the hot chocolate is prepared – *how many 7g scoops of powder are used?*
- The bang and swirl of the chocolate milk.
- How many shots are prepared – *which group handle is used?*
- Which is produced first – *is it the chocolate milk or the espresso?*
- The end product – *can you see the crema, the chocolate and milk froth?*

Don't forget to ask any questions that you have!



Now make a **primo** mocha on your own, with the support of a colleague or your trainer. Follow the process below –

- $\frac{1}{2}$ fill a 1 litre with cold milk.
- Add 3 x levelled 7g scoops of chocolate powder.
- Froth the hot chocolate and switch the steam off at 150 so that it doubles in volume.
- Switch off the steam and *thoroughly clean the steam arm.*

- Dispense 2 x 7g doses of freshly ground Mocha Italia into a double group handle.
- Lock the group handle into the machine.
- Extract the 2 shots of espresso into a primo cup for 20 seconds.
- While the espresso extracts, bang and swirl the chocolate so it becomes creamy.
- Tip the cup and steadily pour the chocolate milk into the centre of the coffee, keeping the jug low.
- Top up with frothed milk in the centre of the drink.

N.B. The standard is for there to be three 'colours' visible – the crema, the hot chocolate and the milk froth. Offer the customer a sprinkle of chocolate powder on the top using the appropriate brand standard stencil.

Try this again.

Now make a **medio** mocha. Simply repeat the process above, but with the following changes –

- Use a **16oz** cup.
- Dispense **3** x 7g doses of freshly ground Mocha Italia into a **triple** group handle.
- Extract the **3** shots of espresso (80ml) for **35 seconds** into a cup.

Try this again.

Now make a **massimo** mocha. Simply repeat the process above, but with the following changes –

- Use a **20oz** cup.
- Dispense **2** x 7g doses of freshly ground Mocha Italia into each of **2 x double** group handles.
- Extract the **2 x 2** shots of espresso (2 x 60ml) for **20 seconds per double**.

Try this again.



Mocha Flake

The base for this drink is the basic mocha recipe as listed above, without the frothed milk on top. Instead, it is served with fresh whipped cream, with chocolate flakes served on the side.

The cream is prepared in the usual way (see *Cream*, section 2a), and added to the mocha in a zig zag pattern.

The primo and medio sizes are served in the caffè latte glasses, while the massimo size is served in the standard 20oz cup.

The standard is then to offer customers a sprinkle of hot chocolate on top in the middle of the cream.

Chocolate flakes are placed at the side of the glass or cup, using tongs. Add **1** for a primo size drink, **2** for medio, and **3** for massimo. For takeaway drinks, place the applicable number of chocolate flakes into a takeaway bag or offer to put in the drink.

Babyccino

Unique to Costa, this drink for our younger customers is made with frothed milk, sprinkled with chocolate powder – it does not contain any coffee. It is served in a doppio espresso cup, with a marshmallow on the side. Please note that for this drink, you do not have to heat the cup with hot water first



Observe a colleague or trainer making Babyccino.

Don't forget to ask any questions that you have!



Now make a Babyccino on your own, with the support of a colleague or your trainer.

Tea

Many of our customers enjoy visiting Costa for a cup of tea. We offer the following varieties –

- Traditional.
- Earl Grey.
- Peppermint.
- Camomile.
- Blackcurrant, Vanilla and Ginseng
- Green Tea

The process for making traditional and earl grey is as follows –

- Insert the teabag into the teapot, ensuring that the string remains on the outside.
- Fill the teapot with 14oz/420ml of hot water from the boiler/coffee machine.
- place a lid on the teapot
- Put a warmed primo cup on a primo saucer and place a teaspoon on the side.
- According to customer's preference, serve cold milk separately in a small ceramic jug.
- If takeaway, ask the customer if they need milk and add it, or indicate where they can add their own.

Demonstrate to your trainer how to make a cup of tea.

Extras



Additional items can be sold to enhance our customers' drinks, and to offer more choice.

For one price, customers can add –

- An extra shot of espresso.
- Marshmallows – 4.
- Chocolate flakes – 2.
- Flavoured syrups (vanilla, hazelnut or caramel) and seasonal syrups when appropriate – **12ml, 16ml, 20ml** (primo/medio/massimo).

Look for these items on the menu board. *What is the current price for extras?*

SECTION FOUR

Presentation and Service – ask your Trainer to show you the relevant sections in the Core Operating Brand Standards Manual.

As you will have seen already, each of the drinks that you have made must be served to our customers in the right way.



Watch your colleagues serving the drinks to your customers. Pay particular attention to the following –

For drink in:

- Which cup is being used.
- Which saucer is being used.
- If a spoon is provided – *where is the spoon positioned?*
- If a napkin is placed on the saucer – *for which drinks does this happen?*
- If more than one drink is being served, *is a tray provided?*
- How the customers are made aware of sugar availability.

For takeaway:

- Which cup is being used.
- What level is the cup filled too. *For what reason?*
- If there is a lid to the cup – *who puts the lid on?*
- If more than one drink is being served, *is a 4-cup/2-cup carrier provided?*
- How the customers are made aware of sugar availability.
- Where should the cups not be stored? *For what reason?*



The Costa standards for presentation and service are as follows –

For drink in:

- All drinks must be served in the appropriate sized branded cup or glass.
- Cups and glasses must be placed on an appropriate saucer.
- A napkin must be placed under caffè latte glasses (for stability).
- A teaspoon must be placed to the side of the cup.
- A tray must be provided if more than one drink is served.
- Customers must be directed to the sugar (and milk if applicable).

For takeaway:

- Lids must be put on *securely* by the staff member serving (Health & Safety).
- If more than one drink is being taken away, a 4-cup/2-cup carrier must be offered.
- Customers must be directed to the sugar (and milk if applicable).

SECTION FIVE

Cold Drinks – ask your Trainer to show you the relevant sections in the Core Operating Brand Standards Manual.

Frescato

This is Costa's blended ice drink, made with a liquid or powdered base and ice. Flavours are either creamy or fruity, depending on the base used.

The equipment required to make a Frescato is the 'Blendtec' blender.



Each store should have an overview of the Frescato recipes on a laminated sheet behind the counter. Alternatively, they are listed in the Core Operating Brand Standards Manual.

Observe a colleague or your trainer making Frescato. Pay particular attention to the following:–

- Which size is being made.
- What flavour Frescato it is.
- What is the base – *how much is added?*
- The quantity of ice added?
- If any extras need to be added, such as syrup – *how much is added?*
- How the jug is placed on the blender – *is there a lid?*
- How the blender is switched on – *how does it stop?*
- If more blending is required – *how would you know and how is this done?*
- The end result – *what is the consistency?*

Don't forget to ask any questions that you have!

Now make a primo coffee frescato on your own, with the support of a colleague or your trainer. Follow the process below –



- Fill up a frescato cup with cold milk up to the top of the "O" in Costa.
- Fill the cup up to the top with ice.
- Pour ice and milk into blender jug.
- Add 1 scoop (54gm) of vanilla frescato powder into the milk and ice
- Add 3 Mocha Italia coffee beans into the jug
- Extract 2 single espressos to Costa standard.
- Pour one of the espressos into the frescato jug
- Place a lid on to the jug
- Place onto the blender and blend on program 1 for 14 seconds
- If all the ice has not blended press the P button for a few seconds.
- Bang and swirl the jug to get a smooth consistency
- Pour into frescato cup
- Place a lid onto the drink
- Insert a frescato straw into the drink and serve to customer

Try this again.



Now make a Frescato of your choice (primo size)

Frescato demonstrated to the required standard:

Signed

Signed (trainer)

Section

5

Presentation

Costa also does a range of iced coffees. As with our hot coffees, the base of the iced drinks is espresso, made in the usual way.

All the iced drink recipes can be found in the Core Operating Brand Standards Manual.



Observe a colleague or your trainer making an iced coffee. Pay particular attention to the following:

- Which size is being made.
- What flavour it is.
- The quantity of coffee and milk added – *which is added first?*
- The quantity of ice added.
- If any extras need to be added, such as syrups or froth – *how much is added?*
- How it is served – *is it different for drink in and take away?*
- Where the glasses are stored – *why is this important?*

Section

5

Presentation

Don't forget to ask any questions that you have!



Now make a primo Iced Latte (drink in) on your own, with the support of a colleague or your trainer. Follow the process below: –

- Froth a jug of milk to 140F/60C.
- Put 2 shots of freshly ground Mocha Italia into a double group handle.
- Tamp the coffee with attitude and a slight twist to ensure an even surface.
- Wipe any loose grind off the rim of the group handle.
- Lock the group handle into the group head.
- Immediately extract 2 x 30ml of Espresso through the double group handle (20 seconds) into 2 clean solo Espresso cups.
- Ensure an even spread of approx 3mm of crema is formed on top.
- Pour one of the Espressos into the glass.
- Fill the glass with cold milk to the top of the handle (90ml).
- Top up with ice leaving a 1cm gap.
- Top the drink with milk froth.
- Place on a saucer with a napkin and long tea spoon.

Now try this again but a take away version.



Now make an Iced Coffee of your choice (primo size)

Iced Coffee demonstrated to the required standard:

Signed

Signed (trainer)

SECTION SIX

The Equipment – Cleaning

In order to ensure Costa provides the best quality tasting hot & cold drinks. The barista is expected to know how to clean the following pieces of equipment: -

- The Espresso Machine
- The Grinder
- The Blender

Please read section 5 of the Core Operations Manual for the brand standards regarding the cleaning of the equipment.

THE ESPRESSO MACHINE



- Observe a colleague or your trainer clean down the coffee machine at the end of the shift. Pay particular attention to the following –
- How the group heads are cleaned – *What group handle do they use? How much chemical is used? How long do they leave to froth?*.....
.....
- How the Group handles are cleaned? – *How do they separate the baskets from the handles? What solution is used to soak the handles in and for how long? Where do we never put them and why?*
.....
.....
- How the steam arms are cleaned? *How long are they purged for? What should we never do with the steam arms and why?*.....
.....
- How the drip tray and filters are cleaned?
.....
- How the cup warmer and outside panels are cleaned? *What is never used to clean them and why?*
.....
.....



With the guidance of a colleague or trainer, now practise cleaning the different parts of the coffee machine.

Section

6

The
Equipment
–Cleaning

THE GRINDER



- Observe a colleague or your trainer cleaning down the grinder at the end of the shift. Pay particular attention to the following –
- How the Hopper and the lid are cleaned? *Where do we never put the hopper? What materials do we use?*
- How the dosing chamber is cleaned? *What materials do we use?*
- How the outside of the grinder is cleaned? *What is never used to clean the outside and why?*
- How the catch tray is cleaned?

Section

6

The
Equipment
-Cleaning



- With the guidance of a colleague or trainer, now practise cleaning the different parts of the blender.

THE BLENDER



- Observe a colleague or your trainer cleaning down the blender after it has been used/end of the shift. Pay particular attention to the following –
- How the jugs and lids are cleaned? *How are they washed after each use and why? How are they stacked and why?*.....
- How the clear plastic sound guard is cleaned? *What should be done before cleaning it? What materials do we use? Is it removable?*
- How the blender base is cleaned? *Where is it never put and why?*.....



- With the guidance of a colleague or trainer, now practise cleaning the different parts of the blender.

Best Practices and Top Tips

Coffee

- If the machine has not been in operation for 5 minutes ensure you flush the group head before use, as this will ensure the water temperature is to the standard required for correct extraction.
- When not in use, leave the group handle in the group head at all times (with the old coffee still in). This dries the coffee, so it can be knocked out cleanly. This also allows the temperature of the machine to be maintained.
- Always use warm cups. If necessary, use water from the machine to warm.
- Always check the flow of espresso extraction – if necessary adjust the grind.
- Don't put coffee in group handle until required.
- Tamp with attitude (equivalent to a firm handshake)! This compacts the coffee grind evenly, so that the water extracts only the purest qualities as it flows through.

Milk

- Always use milk straight from the fridge for frothing – cold milk is easier to froth.
- Always use a calibrated thermometer.
- Never heat the milk to above 160°F.
- Always clean the steam arm with a separate, clean wet cloth after each use. Ask your trainer to explain the standard for colour coded cloths for different types of milk.
- Open the steam valve fully – let the steam do the work!
- Once milk has been frothed, it is possible to pour out milk liquid by raising the jug.
- Never re-heat milk as it will compromise quality and is an Health & Safety issue.

Environment/Health & Safety

- Always clean as you go – the back counter and especially the machine must be as clean as possible. This is to help maintain the equipment, and to present the best image to our customers. Always keep a clean, wet cloth by or under the machine. Ask your trainer about colour coded cloths for different cleaning tasks.
- Never use the measuring beakers for anything other than the grind check. In other words, they should not be used for any coffee that you are then going to serve to a customer. This is because they lose temperature much more quickly, plus they do not look clean and hygienic to customers. The only exception to this is when measuring syrups.
- It is brand standard to 'day dot' any opened Frescato bases/soya milk/cream
- Never touch the steam arm with your bare hand – use the clip provided or a cloth.



You should now be ready to be assessed. Ask your store manager to schedule time for your written and practical assessments. Once finished, please complete the below –

N.B. The assessments do not need to be attempted in a single session

- Written assessment –

Date attempted Date passed signed(Manager)

- Practical assessment –

Date attempted Date passed signed(Manager)

By signing this, you declare that all coffee standards have been demonstrated consistently.

Completed assessments should be stored in the Personal Details Envelope in store.

..... (name)

has passed Costa Barista training, and can now make hot drinks for our customers.

“Congratulations and Well Done!”

Section

4

Presentation



Written Assessment – What do you know?

This is your opportunity to share your new knowledge about Costa's coffee.

N.B. The assessment does not need to be attempted in a single session.

Please answer the following questions as fully as possible. You may not ask anybody else for help, or refer to any support manuals.

You must answer all questions correctly in order to pass!

Q1. What is the name of Costa's coffee blend?

.....

Q2. How many grams of coffee are required to make a single shot of espresso?

.....

Q3. How would you describe a Flat White to your guests?

.....

Q4. For how many seconds should you extract a triple shot?

.....

Q5. How many scoops of chocolate powder are used in a small jug?

.....

Q6. If the espresso is running too quickly, what should you check (list all)?

.....

.....

Q7. What is a coffee heartbeat sheet and when should it be used?

.....

Q8. At what temperature must you switch off the steam when steaming or frothing milk?

.....

Q9. How many chocolate flakes are served with a medio Mocha Flake?

.....

Q10. List all the 'extras' that are on the menu board.

.....

Score:

Date:



Practical Assessment – What can you do?

This is your opportunity to demonstrate your new skills on the coffee machine.

N.B. The assessment does not need to be attempted in a single session.

Q1. Please demonstrate how to make a perfect single espresso.

Pass/Fail Comments

Q2. Please demonstrate how to make 5 perfect single espressos in 3 minutes.

Pass/Fail Comments

Q3. Please demonstrate how to conduct the grind and dose procedure for the setting of the grinder.

Pass/Fail Comments

Q4. Please demonstrate how to make one perfect medio cappuccino every 10 minutes for one hour.

Drink 1 Pass/Fail Drink 2 Pass/Fail Drink 3 Pass/Fail

Drink 4 Pass/Fail Drink 5 Pass/Fail Drink 6 Pass/Fail

(5 out of 6 of the cappuccino's should be made to standard to pass the question).

Q5. Please demonstrate how to make 3 perfect primo caffè latte's.

Pass/Fail Comments

(all 3 drinks must be made to standard in order to pass).

Q6. Please demonstrate how to make a perfect Flat White..

Pass/Fail Comments

Q7. Please demonstrate how to make a perfect americano of each size..

Pass/Fail Comments

(all 3 drinks must be made to standard in order to pass).

Q8. Please demonstrate how to make 3 perfect hot chocolates.

Pass/Fail Comments

(all 3 drinks must be made to standard in order to pass).

Q9. Please demonstrate how to make a perfect mocha of each size.

Pass/Fail Comments

(all 3 drinks must be made to standard in order to pass).

Q10. Please demonstrate how to make a perfect primo Frescato (flavour requested by your Trainer)

Pass/Fail Comments

(all 3 drinks must be made to standard in order to pass).

Q11. - Please demonstrate how to make a perfect Iced Coffee (flavour requested by your Trainer)

Pass/Fail Comments

(all 3 drinks must be made to standard in order to pass).

All 10 questions must be passed in order to pass the whole practical assessment.

If all 10 questions are not passed, a re-sit must be scheduled.

Score: **Date:**