

Café Analog

Kitchen Manual



1st edition
May 2019

Kitchen Managers:
Alexander Oliver & Kasper Månsson | kitchen@cafeanalog.dk

Contents

Contents	1
Shifts	3
What if I can't make it to a shift?	3
Daily routine	3
Common for all shifts	3
Opening Analog (7:45 - 10:00)	4
Opening procedure	4
Middle shift_1 (10:00 - 12:00)	4
Middle shift_2 (12:00 - 14:00)	4
Closing Analog / Middle shift_3 (14:00 - 16:00)	5
Closing Analog (16:00 - 18:00)	5
Cleaning the espresso machine	5
Procedure	5
Portafilters	6
Steamers	6
Food Administration regulations	6
Call the QA afsnit!	7
Supply runs when on shift	7
Receiving goods/supplies during a shift	7
About to run out of a product?	7
Which payments do we accept?	7
Our products and prices	8
Special orders	9
Making beverages	9
Steaming milk	9
Mixing ratios for the drinks	9
Making the Cocoa mixture	10
Rules and regulations	10
Food	10
Kitchen	11

Shifts

When you start your shift you should check in on the “*Check in*” app on the iPad. Our very talented tech crew, Analog IO, has developed this handy tool, which talks with website and the info screens, to display who’s on shift and whether Analog is open or not.

Shift plans are made once a semester, based on each volunteer's availability. If, during the semester, you become unavailable during the time slot of your shift, then talk to our shift planner, Jakob Israelsen (jais@itu.dk) so you can be assigned to another shift.

What if I can’t make it to a shift?

If you are unable take your shift, a given week, the first thing to do is to find another barista to trade shifts with. You look at the shift plan on Facebook to see which baristas have the time slots, that you would be able to trade with.

Remember to inform your fellow baristas that you are trading shifts, as a courtesy to your shift mates.

Please show up to your shift, **at least 10 minutes before** it starts.

Daily routine

Common for all shifts

Take care of the cafe and kitchen! When you are on shift, you have the responsibility for that the cafe area and the kitchen are taken care of and always stays operational and clean!

This includes but is not limited to:

Hygiene and food administration

- Keep a good hygiene, wash your hands
- During your shift, make a shift report and if you encounter any errors, fill out a Kitchen Report

Cleaning

- Empty the trash bins both in the kitchen and the cafe and take out cardboard
- Clean surfaces and desks so the kitchen remains shiny

Others

- Check-in on the iPad
- Buy milk, so there is always 15 liters left in the fridge

Opening Analog (7:45 - 10.00)

Analog opens at 7:45 AM, and it takes a little while to make everything ready, so be there at least 25 minutes before (aka: 7:20AM). Often, customers will be waiting to get their coffee before lecture. Make sure you let people know that you just need a few minutes to get everything ready, so you can do it without any pressure. Don't open before you're ready. :)

Opening procedure

The opening routine is as follows:

- Turn on the espresso machine. By pressing the middle and lower button on the right side. (It takes a while to warm up, so it's a good idea to start with this.)
 - Top button: cup warmer (we don't use this)
 - Middle button: boiler tank
 - Lowest button: water pump
- Turn on the filter coffee machines and start brewing the first pots of coffee. (These take a while to brew, so make sure to do this early, as we are serving filter coffee from 7:45AM)
- Fill out a *shift report* on the iPad, in the shift.rep app
- Rinse the portafilters with cold water and run them in the espresso machine at least twice, without coffee.
- Empty the dishwasher.
- Place cups, lids, tea, sugar, syrup etc. at the counter.
- Make yourself your preferred drink and have a nice shift! :)

Middle shift_1 (10.00 - 12:00)

Each middle-shift has a specific cleaning task they have to do, depending on the day and whether the week is even or uneven. The task can be checked on the list by the white sink, or in the *Shift Report* app on the iPad.

Once the task is completed, fill in the Shift Report and you're good to go!

Middle shift_2 (12.00 - 14:00)

Each middle-shift has a specific cleaning task they have to do, depending on the day and whether the week is even or uneven. The task can be checked on the list by the white sink, or in the *Shift Report* app on the iPad.

Once the task is completed, fill in the Shift Report and you're good to go!

Closing Analog / Middle shift_3 (14:00 - 16:00)

- Make a “last call” announcement, 5 minutes before closing time
- Print the transaction overview from the card terminal. (Press ‘Menu’ -> ‘(1) Afstemning’ -> ‘Ok’ -> ‘Ok’)
- Clean the Espresso machine. More under Cleaning the espresso machine.
- Move cups, lids, tea etc. from the counter to the kitchen and place closed sign on the counter.
- Don’t leave glasses etc. by/in the sink!
- Rinse the coffee thermos with cold water
- Fill the dishwasher and start it. Use program **SanA** or **SanB**
- Throw out trash and cardboard - Remember to double-bag if the bag is leaking coffee
- Clean the floor.
- Don’t fill the grinder with beans just before closing; they lose taste.
- Check whether the vacuum cleaner is filled; if it is, empty it.
- Make sure there’s at least 15 liters of sødmælk/whole milk in the fridge.
- Clean tables both by counter and in the kitchen.
- Keep shelves clean and neat.
- If no clean cloths etc., go to FM.
- If the dirty-basket is full, put it all in a clear plastic bag and leave outside cleaning depot.

Closing Analog (16:00 - 18:00)

Cleaning the espresso machine

The espresso machine is cleaned with a special kind of soap called Liquid Quartz. It can be found under the sink. The machine is cleaned by blocking flow of water with the blind filters, and backflushing the machine with Liquid Quartz.

Procedure

As the first thing in the cleaning procedure, start by cleaning the group heads (where we place our portafilters). Use the red group head cleaning tool (see picture) insert it in the group head, like a regular portafilter and turn it left and right in the group head while running water through (star-button). Do this, until the running water is clean and free of coffee.



Portafilters

To clean the machine take the two blind-filterbaskets (the ones with no holes, as seen in the picture) and replace the current filterbaskets with the blind filters, in the portafilter. Put one spoonful of Liquid Quartz in each filter and insert them in the group heads, as if you were making espresso.

Now start the automatic cleaning process. There is one for each group head. Press and hold down the 1st and 3rd button simultaneously, on the left most column. Hold them until the lights in the buttons dim. Repeat this for the second panel.

The machine will run the water in 10 intervals of 8 seconds. When that is done, you need to take out the filters and rinse them under the tap. Next, you put them back in the nozzles and repeat the procedure one more time WITHOUT Liquid Quartz.



Now, take the portafilters and the filterbaskets and give them a thorough scrub with a sponge. Now put them in the grey, square bucket with 2 spoons of Liquid Quartz, and luke warm water. Leave it overnight.

Steamers

After you've cleaned the group heads, portafilters and filterbaskets, you need to clean the steamer arms with "Rinza":

1. Fill a milk steaming pitcher with water up to the bottom of the spout
2. Put a Rinza-tablet in the pitcher
3. Start steaming the water/rinza mixture
4. When the water turns white, foamy, and starts expanding: lift the pitcher up and down, to make sure the entire bottom part of the arm is cleaned thoroughly
5. Stop steaming and wipe the steamer-arm
6. Empty pitcher and repeat step 3-5, this time WITHOUT Rinza. Just water.
7. Screw off the most bottom part of the arm, and give it a quick rinse and wipe (milk builds up in the threads during the day)

Food Administration regulations

Jeg vil gerne have et kort afsnit om at Analog er underlagt Fødevarestyrelsens regler og det derfor er vigtigt at alle bidrager til at være om Analog og sørge for det hele spiller.

Nævner også forskellige rapport typer; Kitchen Report ved fejl, Shift Report på alle vagter og received goods ved varer.

Jeg (Jonas) skal nok lave et udkast

Call the QA afsnit!

...

Supply runs when on shift

Most of Analog's products are ordered and restocked by the Storage Manager. There are however one thing that you're responsible for buying when on shift: milk. Milk should be bought in the Netto next to ITU. Remember to bring Analog's Netto card to pay with. The card can be found in the top drawer in the kitchen.

A typical milk run consists of 1 milk crate containing:

- 13 L sødmælk
- 2 L skummetmælk

Buy Organic milk from Løgismose, if possible. If not - get milk from Arla. Remember to save the receipt, put the Netto card back in the drawer and fill out a form in the milk receipt app "Received goods", and do as instructed.

Receiving goods/supplies during a shift

If a delivery man has delivered coffee, or anything else during your shift, you need to file a report. This is also done in the "Received goods"-app on the iPad. Select who came with the goods, and follow the instructions of the form. Lastly: Put the goods in storage.

About to run out of a product?

Then you just OrderIT! When you notice that a product is about to run out, you'll want to notify the Storage Manager. That can be done by making an order on the OrderIT app on the iPad. Once you open the app it should be fairly self explanatory. Just enter the products needed and submit the order.

If there is missing cocoa, chai, dishwashing soap, or anything else, and it's urgent: buy it in Netto, and file a "receive goods" report afterwards.

Which payments do we accept?

We accept payment in two different ways; Credit/Debit Card via the card terminal and MobilePay

Visa/Debit/Mastercard with Card Terminal

We accept cards by using the Card Reader. Press Green --> Enter amount with decimals --> Press Green --> Put in card. Some international cards, although they are Visa, may not be accepted. The Card Reader will help you here.

MobilePay

In order to verify a payment on MobilePay the customer needs to show the payment on their phone. Check that the amount is correct, that it's been sent to Café Analog and that the timestamp is correct as well.

Clipcard

If a customer pays for a beverage with an Analog clipcard, it should not be punched into iZettle, it has already been accounted for, when the clipcard was bought.

Our products and prices

	Non-espresso	Single shot	Double shot
Tea	5 kr.	-	-
Filter coffee	10 kr.	-	-
Caffé latte	-	17 kr.	20 kr.
Cappuccino	-	15 kr.	17 kr.
Cortado	-	15 kr.	17 kr.
Americano	-	10 kr.	15 kr.
Espresso	-	10 kr.	15 kr.
Iced Coffee	12 kr.	-	-
Iced Latte	-	22 kr.	22 kr.
Chai Latte	20 kr.	25 kr.	30 kr.
Hot cocoa	15 kr.	20 kr.	25 kr.
Clipcard (black)	80 kr.	-	-
Clipcard (fancy)	150 kr.	-	-
Thermo tower	80 kr.	-	-

We have set prices for these products, which can be found on the blackboard behind the counter and in iZettle on the iPad. If you don't see the product try looking under 'specials'.

Whole thermos of filter coffee are sold as a regular product. We have two thermos available for this. It's often other organisations like Student Council, Innovators etc. who will make use of this offer.

Special orders

As long as it's coffee and within reason, we always want to make the coffee the way the customers like it. If a customer orders something we don't normally make and you're unsure how to make it, you can just ask the customer how they want it made. If customers want their coffee in a special way it's usually just slight changes like: more foamy milk/less foamy milk, extra warm drink, etc. If the product is not in iZettle you can enter it as the product it resembles the most and charge accordingly. For example a Red Eye (filter coffee with espresso) would be charged as a filter coffee and an espresso shot, totalling 20 kr.

Making beverages

Steaming milk

You'll be taught how to steam milk by our supplier Copenhagen Coffee Lab, but here's a quick video to get you started, before the barista course:



Mixing ratios for the drinks

This infographic can also be found in the kitchen and should explain the correct dosages for all the drinks.



Making the Cocoa mixture

We make our own cocoa mix from sugar and powdered cocoa.

Mixing ratio: 250g cocoa : 600g sugar.

Rules and regulations

Food

Food is only allowed in Analog for special occasions (Cleaning events, General Assembly, etc.). This applies to **everyone!**

Snacks like fruit, a little candybar or anything related is allowed.

As a barista, informing someone who is eating in Analog of this rule, while maybe a bit difficult, is important! If you're not comfortable with doing it yourself, you can always ask FM to do so for you, they'll gladly poke them and point to our "No Food allowed" signs.

Kitchen

Nobody is allowed to store food in the kitchen

This is due to health regulations. As long as we sell hot beverages only, we are exempt from regular rules and regulations which apply to food businesses, such as cafés, canteens or restaurants. It doesn't matter whether we sell the food or not. As soon as our kitchen stores food we are at a much stricter level of health regulations, which we need to uphold.

Analogies that are not active members of Analog are not allowed in the kitchen.

The kitchen is for analogies only, and that mean that during our opening hours you cannot bring your friends into the kitchen. Moreover, if you are on shift and a lot of people are storming the kitchen, you are welcome to ask them to wait. In return it is polite to ask the crew on shift whether or not it is ok for you to make your coffee.