

Just a reminder that you're doing great & I'm proud of you :) If you cannot remember how to do something in the moment, refer back to this. If you still can't figure it out after giving this a look, give me a call!

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Opening Cash Drawer

- Place cash & coins from green lane bags in the safe into the lane drawers
- Grab Lane 1 & Lane 2 iPads and sign in. Click the 3 lines in the top left corner and select "Order Entry". The screen will prompt you to enter starting cash. It will not automatically have an amount entered - you have to type in \$200.00
 - It will always be \$200!!!!
- You are now ready to take orders

Opening Shift Lineup

- 3 Openers - L1, FS, FM (add a texter if you have 4 openers, or have your 4th somewhere else, but have them text until their respective position is ready to be opened)
 - L1 will take orders for both lanes as well as text the lanes.

- Next person in will be L2/texter
 - Until you get enough people for texters, lane people will text their own lane!
- Open Back Machine at 7am at the latest (goal is always 6:30)
- Have your Back Machine people complete the daily chore before you have to open back machine

Example:

5:15-12	L1
5:15-12	FS
5:15-12	FM
6-12	L2
6-12	TXT
6-12	(Have this person text/slay/complete daily chore until 6:30)
6:30-12	BM (Back machine is now open)
7-12	TXT
7-12	TXT
7-12	SLAY

Mid-Day Cash Drops

- Condense all cash tips
 - Use the drawer to condense tips!
 - For example, if you have 3 ones and 2 dollars in quarters, put that change into the drawer and put one \$5 bill from the drawer into the tip jar.

- Count out \$200 (do not count coins for mid-day cash drop)
 - 65- \$1
 - 11 - \$5
 - 4 - \$10
 - 2 - \$20
- Take remaining bills to the safe
 - Complete two separate drops - one for each lane
 - Press insert bills, put in your personal pin, and insert bills
- Take the receipt, write which lane the respective drop was for on it, and put it in the correct lane bag in the safe

Short on Bills for a Drop?

- Use the remaining bills to switch out for what you need
- Go to safe, press other, insert personal pin, press doors, press drop vault, open safe
- Grab the cash bag and take out the cash you need and replace the equal amount of bills
- NEVER use change to get bills - there should never be loose change in the safe
 - Grab more than what you need if necessary
- Ex: You are short 3 \$1s, 1 \$5, and 1 \$10 (total of \$18) for your \$200. Grab an extra \$20 and grab a \$10, \$5, and 5 \$1 (total of \$20 to replace the \$20 you grabbed from the drawer)

Short on bills period? No more in the safe either?

- Make up the difference with a different denomination
 - The goal is to have the right amount of each bill, but worst comes to worse, make up the \$200 in any way you can

- For example, if we are 3 dollars short on \$1s, and there are no \$1s in the cash bag, keep \$60 dollars in \$1s and 12 \$5s instead of the 11. The extra 3 ones will now be a part of your cash drop.

Need Change?

- Grab respective amount from the cash drawer
 - Pennies - \$1 -> 2 rolls
 - Nickels - \$2 -> roll
 - Dimes - \$5 ->1 roll
 - Quarters - \$10 ->1 roll
- Go to safe, press other, insert personal pin, press doors, press drop vault, open safe
- Grab cash bag and coin bins
 - Put cash from the lanes in the cash bag and grab the coin rolls from bins
- Out of rolls?
 - See if you can condense any change from the tip jar
 - See if the other lane has some change to spare
 - Ex- You need pennies in Lane 1 drawer. We have no more rolls in the safe. Lane 2 has plenty of pennies. Grab a nickel or dime from Lane 1 and switch it out for 5 or 10 (respective amount) from Lane 2.
 - WHAT GOES INTO A DRAWER MUST COME OUT & VICE VERSA

Closing Out Cash Drawers

Video with step by step of how to close Cash Drawers

- The video shows how to do tips first!! But make sure you consolidate tips, close L2 drawer, insert tips, close L1 drawer

https://www.youtube.com/watch?v=8EYCc8Tu_u0

VERY DETAILED STEP BY STEP (this is also printed by the safe)

Closing Lane 2 Drawer (Lane will stay open till close, but cash can be counted earlier)

- Condense all cash tips into the Lane 1 cash tip jar
- Count out your \$20s, \$10s, and \$5s for L2
 - 11 - \$5
 - 4 - \$10
 - 2- \$20
 - This will equal 135.
- Count all change (including full rolls and 50 cent/dollar coins, if applicable)
 - Add the dollar amount of change to \$135.
 - For example: you have \$16.84 in coins. You will add \$135 and \$16 together- this would equal 151. The extra coins will get put into the change bags for each lane.
- We will now count \$1s we need to get to \$200.
 - In this example, our \$135+coins (\$16) equals \$151. We will subtract that number from \$200.
 - $\$200 - \$151 = \$49$
 - We would count out \$49 ones to get to our \$200 amount.
 - Put all cash and coins that make up your \$200 into your lane bags.

ALL EXTRA CASH IS APART OF YOUR CASH DROP

- Deposit extra cash into safe (this is under your personal pin)

On Lane iPad:

- On the lane iPad, select 3 lines in the top left corner, click “Functions”
- In the 2nd column click “Close Drawer” and click OK
- Again in the Functions menu, click “Drawer List” in the 2nd column
- Look for Lane 2 (status says “closed” with time punch of now)
- Click the drop down arrow on the far right of that line and select “Count Drawer”
- Enter the number of bills total from Lane 2 cash drops for noon, 5pm, and close

- Leave coins blank because they are a part of your starting cash, not your deposit
- Click the blue “Finish” button at the bottom of the screen

Lane 1:

- First, consolidate cash tips & insert bills into the Loomis safe using code “9999”
- On the lane iPad, select 3 lines in the top left corner, click “Functions”
- Select “Paid In” button in the 5th column over
- Click TIPS and type “(date) cash tips” in the comment box, then click submit
- Enter dollar amount of cash tips (extra coins less than \$1 stay in the tip jar for the next day) and click Tips in the left hand column, then hit blue Submit button.
- Return to the Functions menu and select “Paid Out” in the 5th column. Repeat same process with the amount of cash tips
- You have now successfully Paid In & Paid Out cash tips and are ready to close Lane 1 cash drawer
- Repeat the same steps for Lane 1 that you did for Lane 2 for counting cash & closing the cash drawer in the iPad and then complete the steps below

Finishing the deposits:

- Return to the Functions menu and click “Deposits” in the 2nd column
- Select the blue button in top right corner “Add Deposit”
- Add the total amounts for Lane 1 & Lane 2 cash deposits from the day
- Check mark Lane 1 & Lane 2 lines on the left side of the screen and click “Next”
- Near the center of the screen, toggle to the button that says “By Amount”
- Type in the cash total for both drawers, click “Next” and then “Finish”

It is recommended that the stand has a small notebook or planner to write the following information at the end of each day. This helps the manager quickly look at basic details when cash drops appear to be incorrect.

- Lane 1
 - Total cash deposit amount (labeled “counted” when you close the drawer in Xenial)
 - Difference (called “variance” in Xenial - note that \$1.78 is OVER and (\$1.78) is UNDER)

- Lane 2
- Total cash deposit amount
- Difference
- Tips Amount
 - We keep all of this in our planner

Shutting Down Espresso Machines at Night

- Wash all dishes (mix cups, shot tins, steam pitchers, scoops, grate on espresso machine, thing the steam pitcher sits on, rapid rinser, grate on rapid rinser, blender)
- Backflush & rinse group heads like normal *brewista can complete this step (no trash shots are pulled at night)
- Shift Lead ONLY will do the following:
 - Remove group head screens & screws using the ridge of the shot tin or handle of a scoop
 - Grab an empty pitcher and dissolve two Cafiza tablets in hot bunn water. Place the portafilters in the pitcher with bunn water to the bottom of the handle (don't let the bunn water touch the black rubber handle). Place the screens & screws in the bunn water/Cafiza mixture too.
 - Let it soak for 10-15 minutes then remove & rinse under cold water. Wipe any residue off with microfiber rag. (Pro tip: Remove portafilters from pitcher and then place lid on pitcher to drain water to reach the screens & screws) **make sure lid is turned to strainer side so the screws don't go down the sink drain**
 - Wipe groupheads with microfiber rag before replacing screens. Screens should be hand tight (not super tight but tight enough that the screens don't wobble).
- take 2 ounces of the rinsa cleaner and put it in a steam pitcher. Add cold water to the 8. Chirp the cleaner on the milk frother 8 times and then let the milk frother sit in the pitcher for 10 minutes.
- Clean the sink from the rapid rinser and where the scoops go
- Take off everything ontop of the espresso machine and wipe it down

- Wipe down the grinder and clean the knock box
- set back up to be used for the following morning

Cleaning Chiller Machines

<https://www.youtube.com/watch?v=ivHfhbM-VB4>

- If the rod starts shaking back and forth once you fully assemble and turn the machine on rinse, drain and take apart to ensure that all middle pieces are fitting together properly
- If the chiller barrel has frozen, check the green button on the back of the machine to ensure it is still on. If the button is pressed, you will need to take apart the chiller machine, clean it, and put it back together.
 - Take a pitcher and 32 oz mix cup to empty as much product out of the chamber as possible, then take the faceplate/inside part of the chiller machine out. Have someone else ready with a pitcher to catch any leftover product.

TV Menus Outside Turn Off?

Grab the remote from the electronic rack and point it at the TV behind Lane 2 and turn them all back on

Neon/Outside Lights Turn Off?

Go into the bathroom to the left of the door or by the electronic rack (depends on the stand) and press the white button.

- Little screen above button will say "OFF"

Cleaning Grinders

*** key thing to remember during this process: NOTHING even damp should EVER run through or go into any part of the grinder ***

- Get a clean, DRY pitcher and take it over to the grinder you are cleaning.
- Take the black lever at the base of the hopper (where the whole beans live) and push it in. Twist the silver knob so the beans grind until it sounds like the hopper is “out of beans:

- There’s a screw in the back of the base of the black part of the hopper, unscrew it. Take the hopper off, and empty the beans out into your CLEAN/DRY pitcher by pulling out that black lever. Grab an additional pitcher if needed, but label it either decaf or regular with a post it note.

- Put the hopper back on the grinder, turn the grinder off, and empty the chamber (where the grinds live) into a large ice cup. Put a lid on the ice cup of grinds and set to the side with the pitcher of beans.

- Take your yellow Grindz tablets and pour a cap full into the hopper. Grind those until the yellow powder stops coming out.

- Take a kids cup of beans and run those through the grinder as well. Make sure there is no more yellow powder coming through into the chamber.

- Empty the chamber into a cup and throw it away.

- Take a clean, DRY microfiber towel and wipe out the remaining dust/grinds out of the chamber. If there are clumped up grinds, use your grind brush to knock them loose and empty the chamber prior to completing this step.

- Take the hopper off of the grinder and take it, the chamber lid, and hopper lid back to the sink to be washed like a dish.

- Only SL’s can complete this step as well

- On a clean and dry towel, set the hopper and lids to dry overnight.

DECAF: Same process applies, just press the hand button to manually grind and use half a cap full of grinds tablets rather than a full cap.

Sunday morning SL: make sure the hoppers are completely dry and put them back on the grinder and refill with the beans in the pitchers. MAKE SURE DECAF GOES IN DECAF, ETC.

Adjusting Regular Grinders

- Pulling short (below 17)
 - Adjust the collar away from you to make the grinds finer
- Pulling long (above 27)
 - Adjust the collar towards you to make the grinds coarser
- Think of myself as 0, the wall as 100
 - When the number is too small (grinds are too coarse), the number needs to get bigger, so the collar moves towards the wall
 - When the number is too big (grinds are too fine), the number needs be closer to zero, so the collar comes towards you

Adjusting Decaf Grinder

- When adjusting coarseness/fineness on decaf you ALWAYS have to adjust the dosing time with it to ensure you are still pulling 14 grams
 - To adjust dosing time:
 - Hit the hamburger (this will also be your select button)
 - Select “Dosing time”
 - Scroll and select “1 dose time”
 - When making the number smaller (coarser), the time also needs to get smaller
 - Adjust by 0.10 seconds and remeasure - adjust as needed to get to 14g
 - When making the number bigger (finer), the time also needs to get larger
 - Adjust by 0.10 seconds and remeasure - adjust as needed to get to 14g
 - Once you have the dosage correct with the new coarseness/fineness, pull a decaf dub. Adjust again if the dub is still not pulling correctly.
 - Just like regular dubs, NEVER adjust your tamp to pull a “good” dub
 - Decaf is all about trial and error... so sorry, you'll get it there eventually - I promise!
- A texter's orders aren't coming through on the KDS inside/can't fully go through?
Ensure that the iPad is set up for a LineBuster LineBusting iPad

- If an iPad is set up as a Cashier LineBuster, orders will not be able to fully get sent through and will get lost inside
- To fix this, press the hamburger and go down to the bottom left hand corner and hit “Setup”, then select “LineBuster” up top and the same LineBuster number they previously had set up for with a cashier. Once you take over the register, you should be able to push through any paused orders.

Card Reader Disconnected?

- If the screen of the card reader has turned off, go plug in that ipad and card reader and switch it for another one.
- If the card reader seems to not be connected to wifi- press 1-5-9 at the same time
- Press the square at the top right, “com control”
- Wifi will say UP or DOWN
 - If down, click on it, and press start interface. This will reconnect the card reader to the wifi.
- Exit out of app and resign in to refresh the system
- As a last resort, take battery out for 30 seconds and then plug back in inside

If orders are not showing up on iPads

- First make sure all iPads are connected to 7Brew internal
- Go to functions on the iPad that is not seeing orders, and click refresh data, select current terminal
- Xenial will refresh and orders should appear

Orders are not showing up on KDS iPads

- Refresh Data
- If only one lane is showing, click three lines, go to destination filters, select all lanes
- If it does not give you the option to select the lanes, go to change scheme, and hit all drinks.

Printing Receipts

- Press the options button on the order, hit re-print receipt, receipt printer is by FM syrup rack
- If the receipt printer is not connected try to turn off and on the printer and offer to let them take a picture of their order on the ipad.

Refunds/ Accidentally Hitting Pay with Cash

- Click the three lines on the top left of the screen
- Go to order history
- You can search the order number or try to find the order by the time stamp.
- Once you find the order, click options and then refund.
- Refund cash or card based on what they paid
- **if it asks for a manager number use my number- 1112103**

IF YOU ACCIDENTALLY HIT CASH AND THEY HAVE A CARD

- Refund the order and select cash (this makes sure our drawer stays accurate but no money leaves the drawer)
- Put the order in again and take their card payment

Espresso Machine Problems

Machine Going Under Temp

Have all of the buttons gone blank? Has your temp fallen below 195? (the big numbers on the second screen)

- Stop pulling dubs and allow that number to reach 195/200 again, once the machine has gotten back up to temp, the buttons will start glowing red again and you can pull your dubs

Only one grouphead is pulling consistently low or high?

Every other grouphead is fine, just this one is consistently pulling outside of the window

- Take the portafilter out, take an empty shot tin and gently tap the filter. WARNING: this will be hot, be careful
- The filter should be taut, not super loose, not super firm either, should have just the tiniest amount of give
- If the filter is too loose or too tight

Machine really just freaking out? Maybe it's smoking? Maybe it's on fire?

THIS IS A LAST RESORT, DON'T DO THIS JUST CAUSE IT'S BEING A LITTLE WEIRD

To fully turn off the espresso machine, turn the switch behind the milk side steam wand to 0. This will shut down the machine, let it sit off for a few seconds, then turn the machine back on by turning the switch back to 1

Random Little Tips & Tricks

- If you have some downtime and it's far enough into the shift for cash to allow, count your \$200 in advance and put it underneath the coins. This way, once it's time for the drop, you have already counted the \$200 and just need to drop the excess.
- Condense cash tips all throughout the shift if time allows.

- Before you open Back Machine in the morning, have those people complete the daily chore while they don't have anything else to do before the morning rush.
- Make sure you are thinking through who you are putting on machine with each other
 - Even them out, make sure there is at least one strong person/someone with SOU on each machine
- NO ONE leaves the shift until shift change is done!! Everyone leaves when you leave; you should not be staying after by yourself to complete shift change. It is a group effort and will take a fraction of the time with everyone contributing
- For scheduling positions - if your manager is listed on Teamworx as "Brewista" you will put them on shift. If your manager is listed as "Stand Manager" you will NOT place them on position as they will have manager tasks to complete during that time.

Closing Timeline

Please use this as a guideline - adjust as needed, but ensure that every task is done regardless of timing.

4:45 PM

- Shut down 2nd machine if applicable

5:00 PM

- Prior to closing down back machine, have BS pull at least 2 chiller batches (we only need 6 of each)
- Close back machine following the rush
 - Have the people staying until 6 start closing machine down after the rush dies and finish closing the whole back counter area before they leave
 - This includes the machine, rapid rinse, blenders, syrup racks, fill ice caddie, etc.
- Stock back fridge using FIFO unless the next day's chores is cleaning them, then don't and text morning shift lead

6:00 PM

- Clean designated chiller
- Clean bathroom

- Condense trash: dump them into each other and take fill bags to the wheelbarrow, leave only front machine trash and one other trash can below the espresso chillers
- Wipe down all trash cans
- Drain and fill 3rd machine ice caddy (unless the next day's chores is cleaning them, then don't and text the morning SL)

7:30 PM

- Close Lane 2 drawers
 - You will now use a texter iPad to take Lane 2 orders. When taking a Lane 2 order, you will put in the correct quick keys, but send the payment to Lane 1. Using those quick keys will allow machine to differentiate which lane the order needs to be sent out to.
- Condense cash tips
- Floors
- Clean both drains
- Wash the chiller pans and grates. Set on the counter near 3rd machine to be put back on at close

8:00 PM

- Wipe down ipads, ice caddies, and cooler doors with glass cleaner and microfiber rag
- Shut down first blender, clean base with multi-surface spray, reassemble, and turn off
- If any premix jugs are low, top off premix bottles so you can wash and make it
- If any tea, chai, cold brew pitchers are low, see if you can combine pitchers and wash/remake those

8:30 PM

- Wipe down Decaf Grinder with multi-surface cleaner from top down, move and clean underneath, place rag underneath to catch any grinds for the remainder of the night
- Stock all backstock of cups and lids
- Pull last chiller pitchers (need min. 6 mocha and 6 regular chiller pitchers at the end of the night)
- Restock both coolers 100% full, using FIFO (unless the next day's chore is cleaning them, then don't and text morning SL)
- Shut down first head, starting on the far right with Grouphead 4

9:00 PM

- Empty out grinder hopper, brush it out, then put grinds back in
- Wipe underneath front machine syrup racks
- Wipe down all squeeze bottle tops
- Wipe around the cup holders

9:30 PM

- Go down to three mix cups, three shot tins, three scoops, and two steam pitchers and wash the rest
- Shut down second head on machine
- Separate dirty rags
- Refill clean rag crates
- Wipe chiller machines, cooler doors, and sliding doors
- Recheck premix jugs, pitchers in fridge, and syrups/sauces on rack. Condense and refill as necessary
- Bring trash cans inside

9:40 PM

- Wipe down front grinder and move/clean underneath
 - Place rag underneath to catch any grinds for the remainder of the night
- Shut down second blender, clean base with multi-surface spray, reassemble, and turn off
- Wash front machine grate and milk stand
 - Set on 3rd machine counter along with all clean dishes to be ready to put out at 10PM
- Count out \$200 for Lane 1 and condense tips again

9:50 PM

- Shut down third head on machine
- Squeegee machine pan preparing to shut down the last head
- Clean and cover the knock box with a rag
 - Now knock on the edge of the trash can to get grinds out
- Take off rags and mix cups off the top of the machine and place on counter in front of machine to use for the remainder of the night
 - Should only be two mix cups, two shot tins, one steam pitcher
- Clean the machine with multi-surface spray and a microfiber

- Condense and take remaining trash out to the dumpster
- Shut down third blender, clean base with multi-surface spray, reassemble, and turn off
- Take off pour spouts
- Touch up restocking fridge, cups, and lids
 - Also check back stock of cups and lids

10:00 PM

- Turn around open sign
- Shut down last head
- Turn off and wipe down rinse well
- Take apart, wash, and reassemble rapid rinse
- Bring in cones and A-frames
- Deposit cash tips for the day
- Shut down lane 1
- Cover all bottles with rags throughout the stand
- Rinse the steam wands
- Wash all remaining dishes as needed
- Wipe down all countertops
- Grab all dirty rags and take out to the bags
- Empty and clean sinks
- Make sure all grinders and iPads are turned off
- Put chillers in standby mode
- Turn fridge lights off
- Turn music off
- Lock cooler, sliding doors, and wheelbarrow
- Ensure closing and shift change checklists are complete

Key things to remember to set morning crew up for success:

- There needs to be a minimum of 6 regular and 6 mocha chiller batches in the walk-in
- All machines should be set up fully with clean dishes and cups/lids at the end of the night
- All backstock of cups and lids should be full

- Cups have the exception of Sunday mornings (when the chore is to clean the shelves, but the lids still need to be stocked)
- All ice caddies should be full, drained, and closed back
- All coolers should be fully stocked
- All pitchers, premix bottles, premix jugs, and syrups should have a reasonable amount of product in them (condensing and remaking when applicable)
- When counting down the drawers, grab rolls of change if a drawer is running low

Sweet & Shortened Version of the Closing Timeline

5-7pm

- Clean chiller
- Wipe down chiller machine
- Wipe down ice maker/sinks
- Clean bathroom

7-8pm

- Close Back Machine/Counter
- Take trashcans outside - empty, wipe, replace bags
- Drain, refill, and wipe ice caddies
- Sanitize ice scoop and paddle

8-9pm

- Make chiller batches (need a minimum of 8 each at close)
- Floor/drains
- Wash Front Machine grate
- Clean windows/iPads - ensure all iPads are plugged in and charging

9-10pm

- Stock cups & lids - on machine and backstock
- Clean Front Machine and counter
- Take off spouts and wipe under syrup rack
- Stock front fridge from the back fridge and fully restock back fridge

- Clean under counter shelves
- Final trash and rag run

*This shortened version covers the big things to delegate during closing shift, but be sure you are looking at the closing/shift change checklists and completing all tasks.