Opening Duties

Stocking Equipment
Turning on Equipment
Stocking Food
Opening Checklist
Preparing Food

Drip Coffee
Iced Coffee
Espresso
Steaming Milk

Hourly Duties

Hourly Duties Explained
Hourly Checklist

Closing Duties

Closing Duties Explained
Closing Checklist
STOCKING THE EQUIPMENT

Each area will have their own regulations and checklists for stocking the equipment. The list of equipment for Cafe Ibis is as follows.

From Sliced Drawers: In Ibis Area:
- 5 white-handled spatulas
- 1 regular spatula
- 6 espresso shot pitchers
- 3 portafilters with filter baskets
- 4 drip coffee containers with lids

From the Back Room:
- 1 bag of bar towels
- 1 sanitizer bucket
- 3 freezer containers
- 3 small steam pitchers
- 3 large steam pitchers
- 3 freezer containers
- 3 small steam pitchers
- 2 tampers
- 1 small wooden cutting board

Toaster Oven: There is a counter to the left of the toaster oven that will hold most of the toaster oven equipment. The following instructions will help you stock the toaster oven equipment.
1. Place four drip coffee containers onto the counter next to the toaster oven.
2. Place one cutting knife, one regular spatula, and one white handled spatula knife onto the magnetic strip above the counter by the toaster oven.
3. Place one small, wooden cutting board directly under the toaster oven.

Drop-In Cooler: The drop-in cooler will be divided into three sections. The following instructions will help you stock the equipment for the drop-in cooler.
1. Place three freezer containers into drop-in cooler, creating six sections.
2. Place four white handled spatulas to the left of the drop-in cooler in the four right most sections.

Espresso Machine: The following instructions will help you stock the equipment for the espresso machine.
1. Place three portafilters with filter baskets, six espresso shot pitchers, and two tampers on top of the espresso machine.
2. Set three towels next to the espresso machine. One moist towel for the steam wand, one dry towel for the portafilters, and one sanitizer towel to clean the area around the espresso machine.

Caffe Ibis Storage Area: The following instructions will help you stock the equipment for the Cafe Ibis storage area.
1. Place one sanitizer bucket and the rest of your towels onto a storage shelf.
2. Place oil, vinegar, cups, lids, portion cups, and to go containers on the storage shelves underneath.
TURNING ON THE EQUIPMENT

Customer satisfaction and workplace safety increases when all of our equipment is functioning properly. This section will explain how to turn on the Caffe Ibis equipment so that you may safely begin cooking.

**Toaster Oven:** Turn the knob to “Full Power”

**Drop-In Cooler:** This drop-in cooler does not turn on

**Bread Warmer:** The bread warmer is directly under the drop-in cooler. The bread warmer can be turned on by rotating the knob one quarter of the way to the right. When the warmer is all the way on the bread will get hot and turn hard.

**Fridge, and Espresso Machine:** The fridge and espresso machine should always be plugged in and on. If they are off, contact a Manager.

**Bakery Item Display:** The bakery item display case does not keep any food items cold or warm, but you do need to turn on its inner lights. The bakery item display lights can be turned on by flipping the switch that is just below the display case.

**Outside Area:** There are two TV’s in front of Cafe Ibis, both need to be turned on. You should also roll out any floor mats and set up the line markers while you are turning on the TV’s. Turn on the small lights above the counter by turning on the switches by the espresso machine.
STOCKING THE FOOD

Each area will have different food items and some areas will also share storage spaces. This section will explain what food items are needed in the Cafe Ibis area and where those items can be found or placed. Please note that the Caffe Ibis area will have food with nuts and traces of nuts (this is important to remember, for allergy reasons).

From Fridge #3:
- 6 cartons of soy milk
- 6 cartons of half and half
- 8-10 gallons whole milk
- 6 gallons skim milk
- 6 canisters of whipped cream
- 2 package of provolone cheese
- 1 package of parmesan cheese

From Fridge #1:
- 1 container of each cream cheese flavor
- 1 1/9 container regular butter
- 1 1/9 container honey butter
- 1 1/9 container cinnamon honey butter
- 1 1/9 container garlic butter
- 1 1/6 container of sliced tomatoes

From Dry Storage:
- 4 bags of different type beans
- 2 bags of espresso beans
- 1 sauce bottle of red wine vinegar
- 1 sauce bottle of oil
- 2 boxes chai tea mix

Drop-In Cooler: The drop-in cooler is divided into three different sections and most of the items for the drop-in cooler should be in the Caffe Ibis fridge. Extra toppings from the night before are kept in 1/9th containers in the line fridge-- use those first.
1. From top to bottom, place provolone cheese, and parmesan cheese into the far left section of the drop-in cooler.
2. From top to bottom, cinnamon honey butter, and garlic butter into the middle section of the drop-in cooler.
3. From top to bottom, place one container of honey butter, and one container of regular butter into the far right section of the drop-in cooler.
4. Place one salt shaker, one pepper shaker, one sauce bottle of oil, one sauce bottle of red wine vinegar, and one 1/8 container of nutella on the counter above the drop-in cooler.
5. Place a white handled spatula knife into each butter and nutella container.

<table>
<thead>
<tr>
<th>Provolone Cheese</th>
<th>Butter</th>
<th>Cinnamon Honey Butter</th>
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<tbody>
<tr>
<td>Parmesan Cheese</td>
<td>Garlic Butter</td>
<td>Honey Butter</td>
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</table>

When finished the drop-in cooler should look like the image to the left.
Caffe Ibis Fridge: The Cafe Ibis fridge is directly underneath the ice machine. The following instructions will help you stock the food of the Cafe Ibis fridge.
1. Place one box of chai tea mix, two gallons of whole milk, two gallons of skim milk, two canisters of whipped cream, three cartons of soy milk, and three cartons of half and half on the top shelf of the Cafe Ibis fridge.
2. Place a 1/6 pan of each portioned cream cheese and jam in lower left corner of fridge.

Espresso Machine: The following instructions will help you stock the food for the espresso machine.
1. Place one large bag of espresso beans into the hopper on the grinder.
2. Place a backup bag of espresso on shelving to the right of bakery case.

Bread Warmer: The following instructions will help you stock the food for the bread warmer.
1. Place one sliced loaf of each bread into the bread warmer drawers.

Bakery Item Displays: The following instructions will help you stock the food for both of the bakery item displays.
1. Fill long serving trays, from the Caffe Ibis storage area (behind Taco Time), with an assortment of bakery items and place them into the bakery item display case. The bakery items will be on one of the bakery carts.
2. Items in the Ibis bakery display may be placed directly on the tray.
3. Items in the other display case must be packaged in a plastic bag.
4. An assortment of all bakery items must be kept in both cases.
5. Bakery items:
   - Sweet bread: cut off ends of bread, then slice evenly, using the knife's edge to measure.
   - Brownies and peanut butter bars: cut into 6 equal squares, cut once long ways so you have two long skinny half's, then slice in thirds.
   - Brownies, peanut butter bars, and sweet rolls are placed on placed in both display cases, not bagged.
**Brewing Station:** The brewing station is inside of the Hub, next to the cash registers. This is where you brew the drip coffee for *Caffe Ibis*. The following instructions will help you stock the food items for the brewing station.

1. Make sure that the four coffee blend containers that are used for the grinder are full. The bags of coffee blends can be found in the dry storage.

**Drip Coffee Counter:** The drip coffee counter is in between *Caffe Ibis* and the Hub entrance. This counter should always have four full containers of drip coffee, half and half/vanilla creamer packets, and multiple add-ins. The following instructions will help you stock the food for the drip coffee counter.

1. The drip coffee will be made at the brewing station and brought to the coffee counter.
2. Half and Half and Vanilla Creamer packets are located under the counter.
3. The add-ins (i.e., sugar packets, honey packets, etc.) will be in the cupboards underneath the drip coffee counter. Any supplies (i.e., straws, lids, stirring sticks, etc.) will also be in these cupboards.

<table>
<thead>
<tr>
<th>Opening Checklist</th>
<th>Employee Initial</th>
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<tbody>
<tr>
<td>Turn on Bread Warmer</td>
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<tr>
<td>Turn on Toaster</td>
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<tr>
<td>Turn on Bread Slicer</td>
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<tr>
<td>Brew first Batches of Coffee</td>
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<tr>
<td>Get fresh Sanitizer water</td>
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<tr>
<td>Grab all necessary Utensils</td>
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<tr>
<td>Setup Espresso Grinder</td>
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<tr>
<td>Set up Espresso Machine</td>
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<tr>
<td>Check in Bakery Delivery</td>
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<tr>
<td>Set up Bakery Cases</td>
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<tr>
<td>Put Butters and Cheese in cold wells</td>
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<tr>
<td>Place Coffee Bar on Coffee Counter</td>
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<tr>
<td>Turn on Lights</td>
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<tr>
<td>Roll out Carpet</td>
<td></td>
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<tr>
<td>Turn on Tvs</td>
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<tr>
<td>Open Gate</td>
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</tbody>
</table>
PREPARING THE FOOD

Each area will have separate guidelines for preparing and serving food. This section will explain how to prepare drip coffee, iced coffee, specialty drinks, bread loaves, and Marv n’ Joe’s for the Cafe Ibis area. Please remember that the Cafe Ibis area will have food with nuts and traces of nuts (this is important to remember, for allergy reasons).

PREPARING DRIP COFFEE

Each coffee container will have a timer on it because drip coffee has a two hour hold time. The coffee timer will also have a sensor that shows how full the container is. If the timer or sensor is low, empty any coffee that remains and create a fresh brew.

The following instructions will help you brew drip coffee for Cafe Ibis.

1. Place one large coffee filter under the coffee grinder (the filters are kept in the cupboards beneath the brewing station).
2. Slide the desired coffee blend container into one of the grinder slots.
3. Press the desired grind amount then press the “Grind” button. (See the diagram below for measurements).
4. After the coffee blend is done grinding, place the filter into the brew basket. The brew basket is shaped like the container above.
5. Slide the brew basket into the brewing station.
6. Slide the coffee container under the brewing basket so that the container flip-lid opening lines up with the hole at the bottom of the brewing basket. Always make sure that the coffee container flip-lid is open and the drip nozzle is closed (or vertical) before you start brewing, otherwise coffee will get all over the counter and floor.
7. Press the brewing button that matches your grinding selection. For example, if you pressed the 1 Gallon button (the middle button) on the grinder, press the 1 Gallon button (the middle button) on the brewing station. Always use the same settings.
8. Press and hold the “Brew” button.
9. After the coffee has finished brewing and dripping, remove the brewing basket and throw the filter away. If there are coffee remains in the brewing basket, rinse them out so that they aren’t a part of the next brew.
10. Take the coffee container over to the Cafe Ibis drip coffee counter.
11. Record the coffee flavor, time, size of brew, and amount previously discarded in the coffee log

Never let a customer take coffee from the brewing station. If a customer takes coffee from a station that is in the process of brewing; the coffee will taste bitter for them and everyone else.
PREPARING ICED COFFEE

Iced coffee is very similar to drip coffee in how it is made. The only difference is the hold time. Iced coffee can usually be used within 24 hours. However, if you open Caffe Ibis and there’s a leftover pitcher of iced coffee, empty it out and start a new one. The following instructions will help you prepare iced coffee for your customers.

PREPARING ICED COFFEE

1. Grab one tall, wide, plastic pitcher from the back room.
2. Place one large coffee filter under the coffee grinder (the filters are kept in the cupboards beneath the brewing station).
3. Slide the container of the darkest coffee blend available into one of the grinder slots.
4. Press the top button then press the “Grind” button.
5. After the coffee blend is done grinding, take it to the Cafe Ibis area.
6. Take the cold brew coffee filter out of the small plastic container in the Cafe Ibis fridge (the filter should always be kept here in cold water when not in use).
7. Place the cold brew filter securely into the black lower portion of the cold brew system, the coffee bowl.
8. Put the green cork into the bottom of the coffee bowl.
9. Place the coffee grounds into the coffee bowl, on top of the filter, and place the grounds guard on top of the coffee grounds.
10. Fill water bowl with cold water to the top line and place on top of coffee bowl.
11. Place the cold brew system in a corner where it will be out of the way and not knocked over.
12. Write the time, date, and that it is the first time brewing on paper and place it on or near the cold brew system.
13. Allow to drip and soak for 12-24 hours
14. Grab decanter, carefully remove cork from coffee bowl and put the coffee bowl on top of decanter to drain (this may take up to 45 minutes).
15. Once dripping has stopped, replace the cork on coffee bowl.
16. Fill water bowl to bottom line, write down time, date, and that this is the second brew, and let soak for 12-24 hours.
17. After the iced coffee has finished brewing, put the pitcher of concentrate on the bottom shelf of the Cafe Ibis fridge.
18. Mix one third concentrate with one third cold water to create our ice coffee mixture we serve to customers

PREPARING SPECIALTY DRINKS

*Cafe Ibis* has many specialty drinks available to their customers. Before you can work as a Barista, you will need to be trained by the Master Barista or an Ibis Supervisor. There is a separate manual for all espresso drinks which can be located in Ibis under the espresso machine.
**Hourly Duties**

**Replace All Towels:** Replace the towels in the espresso area, in the sanitizer bucket, and on the counter with clean towels. Place the dirty ones in the basket next to the garbage can.

**Sanitize All Counters:** Take a clean sani-rag and wipe down all counters, including toaster area, ice machine area, bakery area, and espresso area.

**Sweep:** Sweep all areas, including underneath fridges and counters.

**Back Flush and Clean group heads:** Following the procedure found in Opening Duties, clean the group heads thoroughly.

**Fill and Condense Bakery Cases:** *Ibis* is in charge of both bakery cases. Fill any trays that are empty with the same product they currently hold. If a tray is completely empty, place it on the dish cart and fill a new one with a product to replace it. The bakery cases should always look full.

**Empty Coffee Refill Jar:** Take the money from the Coffee Refill jar on the counter and count it out. A refill is $1.50, so divide the amount of money by $1.50 to get the total number of refills in the jar. Ring up the refills on the register. If there is any extra money left over, replace it in the refill jar. At the end of the day, if there is still extra money, put it in the tip jar.

**Restock Cups, lids, and straws:** Extra cups and lids are kept underneath the register. If more are needed, they are found in dry storage. Be sure to stock the cold cup lids as well, kept on top of the espresso machine. Extra straws are located underneath the *Ibis* bakery case. More are located in the Back Grill area.

**Clean Register Area:** Clean up around the register. Make sure the plates and bags are neatly piled, and that there are no messes on customer’s side.

**Temp Log:** Using the black thermometer, fill out the temp log according to guidelines.

**Refill Butters and Cheeses:** Refill the butters and cheeses from the extra containers in the *Ibis* side of the *Taco Time* fridge. If there are no extras there, both cheese, and plain and garlic butter are located in Fridge #3. Honey butter and cinnamon honey butter will have to be made by a manager, so tell one immediately.
Wipe out Fridge: Using a clean sani-rag, wipe out the Ibis fridge. This includes moving items to wipe underneath, wiping the doors and top, and pulling out the pitchers, wiping underneath them, replacing the towel, and putting them back.

Clean glass on Bakery Cases: Using glass cleaner and a coffee filter, wipe the bakery cases all around. Make sure there are no finger prints or smudges.

Restock and clean coffee bar: Extra sugar, half-in-half, straws, stir sticks, and packets are kept underneath the coffee counter. Fill any low sections. Extra lids and sleeves are located in Ibis.

Refill Half & Half Carafe: The half & half pitcher on the coffee counter will need to be refilled often. Take half & half from the Ibis fridge and pour extra in the carafe. Replace it on the coffee counter when finished.

Sanitize outside counter: Using a clean sani-rag, wipe down the outside counter of Ibis and the coffee counter.

Sanitize Monin Bottles: The Monin bottles are the syrups. Using a clean sani-rag, wipe down the outside of the bottles, including the spout, so there are no sticky parts or messes.

Sanitize Hot Chocolate Shelf: Using a clean sani-rag, wipe down the shelf holding the hot chocolate powders. Move the containers first, and then wipe it down. Replace the containers after.

Clean top of Espresso Machine: The top of the espresso machine often gets dusty or unorganized. Take the items off the top to wipe it down, and then replace the items in an organized way.
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<th>Hourly Checklist</th>
<th>7:30</th>
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<td>Sanitize all counters</td>
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<td>Wipe Out Fridge</td>
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<td>Clean Glass on Bakery Cases</td>
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<td>Restock and Clean Coffee Bar</td>
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<td>Sanitize Hot Chocolate Shelf</td>
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<td>Clean Top of Espresso Machine</td>
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Closing

Equipment
- Toaster
  1. Turn toaster to off position, and once cooled, wash and sanitize both the removable tray, as well as the interior
- Bread warmer
  1. Turn bread warmer to off position and clean inside of drawers
- Bread Slicer
  1. Turn to off
  2. Sanitize blades and all other surfaces of the bread slicer
  3. Dump crumb catch tray into trash

Bakery Cases
1. Record all leftover items on waste log
2. Put the leftover items from the bakery cases and bread warmer in bags, and take to the back to be picked up by snack
3. Wipe out inside of Bakery cases and turn off lights

Coffee Pots
1. Drain extra coffee out of coffee pot
2. Put some JoeGlo in filter basket, and brew on large
3. Let the JoeGlo soak for at least 15 minutes.
4. Drain JoeGlo, and flush with two large batches of clean water.

Outside Area
1. Roll up rug in front of register and turn off two TV’s over register
2. Grab the add-in container and place next to espresso machine.
3. Wipe down counters and glass from outside
4. Pull gate closed

Espresso Machine
1. Disassemble all three portafilters and place in shallow third pan with steam wand tips and the shot glasses used
2. Put JoeGlo in pan, fill with hot water, and let soak for 15 minutes
3. Put one scoop of JoeGlo in blind filter
4. Insert blind portafilter into group head
5. Turn water on and off in 15 second intervals 5 times
6. Dump out JoeGlo, rinse portafilter, and repeat the 5x15 second intervals with water
7. Repeat steps for all 3 group heads
8. Remove trays from bottom and rinse in sink
9. Reassemble the soaking portafilters
10. Sanitize and stainless steel polish the espresso machines surfaces

Surfaces
1. Sanitize all counters, and equipment
2. Stainless steel polish all metal
3. Sweep, be sure to get under fridges, tables, ect
4. Mop
# Closing Duties

<table>
<thead>
<tr>
<th>Closing Checklist</th>
<th>Employee Initial</th>
<th>Manager Initial</th>
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<tbody>
<tr>
<td>Close Gate</td>
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<tr>
<td>Turn off TV</td>
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<td>Turn off Lights</td>
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<td>Roll up the rug</td>
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<td>Turn off Toaster, bread warmer, and bread slicer</td>
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<td>Count and record waste</td>
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<td>Prep waste for SNAC</td>
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<td>JoeGlo and rinse Coffee Pots</td>
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<td>Clean Espresso Machine</td>
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<td>Clean Espresso Grinder</td>
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<td>Clean Bread Slicer</td>
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<td>Clean Toaster</td>
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<td>Clean Inside Bread warmer</td>
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<td>Put butters and Cheeses in Fridge</td>
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<td>Stock Milks, butters, Cheeses, Cups etc</td>
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<td>Sanitize all surfaces</td>
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<td>Stainless Steel Polish all metal</td>
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<td>Take out trash and replace bags</td>
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<td>Take all Dishes to dish room</td>
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<td>Wipe out sink</td>
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<td>Mop</td>
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