

# On shift

While you are on shift we will have to do some things differently because of corona. You will find updated procedures and changes in this chapter.

- Changing shifts, starting your shift
- On shift
- Organize yourself on a shift

# Changing shifts, starting your shift

We expect that these tasks can take some minutes, so please do not stress but do take the time to get everything cleaned. Put up the *Kitchen is being cleaned*-sign to notify our customers that they'll have to wait a few minutes.

We want to keep a safe working environment for the baristas on shift. Therefore the kitchen must be cleaned when changing shifts, so the new shift can start with a clean environment. Achieving this includes hand hygiene and disinfection of barista and customer contact points.

As the very first thing when you start your shift, we ask that the new shift do the following tasks:

1. Wash your hands
2. Take a disinfection wipe and clean customer touch points:
  - Hot water dispenser tap and outside of the container
  - Coffee thermo tap and handles
  - Milk jug handles
  - The tongue ("tang") used for taking a lid
3. Take a new disinfection wipe and clean the following barista touch points
  - iPads and card terminals
  - Portafilter and steamer handles
  - Pitcher handles
  - Fridge handle
  - Grinder buttons
4. Change milk
  1. Throw out all milk from the milk jugs
  2. Fill up jugs with new milk

5. Check in on your shift on the iPad (it's really important for contact tracing)
6. Wash your hands again and enjoy your shift!

# On shift

Everyone will need to use additional time and patience during these unusual changes. This includes baristas taking good time to do a thorough cleaning job **but also customers** who need to wait patiently. Cleaning > Customer service

Once you have done a thorough wipe-down of kitchen and café as described in the [changing shifts procedure](#), you should be ready to begin your shift in a safe working environment.

We know it sometimes can be a bit cramped and busy in Analog but in these corona times, we must prioritize to keep a safe environment. Therefore we are applying several initiatives and guidelines to create a clean and safe environment for everyone in Analog. These are to be followed at all times during your shift.

## Maintain a good hygiene

We must keep a good hygiene in the kitchen. Follow the below guidelines for a good hygiene:

- Wash your hands regularly
- Sneeze in your elbow
- Be aware of touching non-clean surfaces like your phone, laptop, iPad, or even your own face.

It is important to wash your hands continuously and always when you are changing from one 'work station' / role to another (e.g. going from taking orders to making coffee, for more info, see how to [organize yourself on a shift](#)).

## How to wash your hands

When it comes to hand hygiene the Danish Food Authorities says that hand disinfection does not replace washing your hands. We therefore recommend to always wash your hands and then sanitize them afterwards.

Below is a video from the Danish Health Authority showcasing how to properly wash your hands

## Only baristas on shift must be in the kitchen and max two at a time

The kitchen is reserved for the baristas on shift. If you are not on shift, you can not enter the kitchen. You will have to stand in line with the customers to get a cup of coffee or ask the baristas on shift to e.g. get your cup from the kitchen.

*The only exemption from this, are baristas who are called to e.g. fix a technical issue, adjust the grinder (QAs, board members, kitchen managers). This is non-negotiable, not even if the kitchen is otherwise empty.*

The kitchen is where we normally stand the closest. To ensure there is a safe distance between the baristas on shift, there can be **no more than two baristas in the kitchen at a time**.

We know this will create a disruption on how we normally work. In the board we therefore suggests that you organize how you the work on the shift. For ideas on how to organize yourself in the kitchen under these circumstances, please see [here](#).

## Disinfect touch points and self service station regularly

Every time the coffee and tea thermos are switched, you must clean the thermo with a disinfection wipe on the tap, handle and sides.

We have many guests through Analog on a daily basis. We must therefore keep an extra focus on

disinfecting customer touch points regularly; e.g. tables, handles and the taps of the thermos.

When we are changing shifts, we are cleaning the self service station and all touch points - see separate guideline.

Disinfection wipes are provided to the customers to clean the tables and chairs when they leave them.

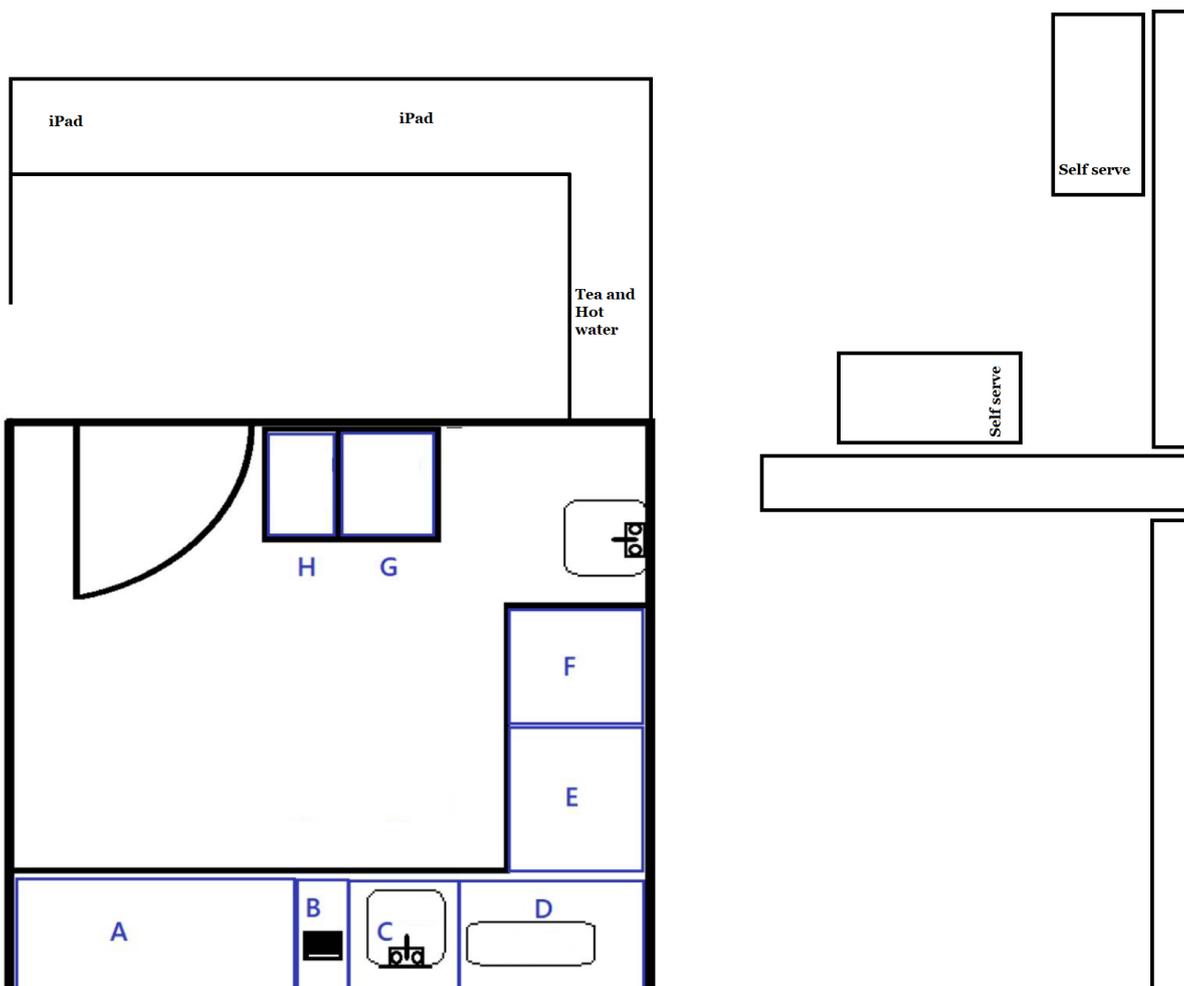
# Organize yourself on a shift

The following should be read as good tips on how to organize yourself into roles on a shift to both keeping a distance and avoiding sharing too many of the same touch points. You are welcome to invent your own ways of organizing around current corona limitations.

You will be between three and four baristas on shift at a time. As we all know, our kitchen and counter facilities can become a bit cramped. The board therefore suggests that you give each roles and organize yourself on your shift.

For whatever kind of roles you decide to implement on your shift, we encourage you to maintain the roles quite strictly. If you are tired of one role, you are of course welcome to do a role rotation and clean touch points accordingly.

## The board's suggestion to organize a shift



*Figure: A rough sketch on how the cafe will look like during corona*

**Barista A** takes orders, handles the iPad and writes down orders on post-its. Post-its are then put on the kitchen door, or the tabletop by the door (H on drawing). When the order has been made, barista A hands out the coffee.

*Tip: Remember to use the same iPad all the time.*

**Barista B** makes espresso orders based on post-its left by *Barista A* and puts them back on the tabletop (H on drawing).

*Tip: Remember to use the same side of the Espresso machine as your own, to reduce touch points.*

**Barista C** primarily makes filter coffee, manages the self service station and helps out with espresso orders in between.

**Barista D** (if four baristas on shift) is the joker who can help with any of the above task. It would be nice if this person can help with some of the activities located outside the kitchen, to avoid cramming the kitchen (e.g. cleaning, filling milk, bringing thermos from self-serve, handing out coffees made by kitchen baristas).

*Tip: You can help with stuff in the kitchen, but remember not to be more than two at a time.*

*Additionally, remember that if you are the "joker" who helps with a lot of different things, you are likely also touching the most touch points, so be extra aware of your hand hygiene!*