

# Kitchen & Operations Handbook

Here you find working procedures, how to open and close Analog, use the machines etc

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# Tips and suggestions for organizing your shift

## It is up to you

All of this is up to you and your shift-mates. We hope you will talk with each other about how you can make your shift as nice as possible. Everything of the below is dependent on you and your shift-mates agreeing on how to go about it, and always communicate with each-other if you're not taking your shift.

With the new shift schedule, all shifts now have 4 people on shift. Some view it as a big pro, and others dislike it. The hope and intent of having 4 people on every shift is that **we can make more relaxing, less stressful, more fun and more flexible shifts.**

Here, we have collected a few tips and tricks on how we think you can make the most of the new shift schedule. It's by no means mandatory to do it like this, but we highly encourage you to try it out and see if it gives any value to you.

## Improving flexibility

By design, 4 people is a bit too much in the kitchen. If you think you can do with 3 baristas (less is not recommended):

- Give each-other a week off once in a while
- Take more breaks during your shift
- Have a 'home-worker' who only helps during rushes, and otherwise can do other stuff

## Being 4 on shift

Experience suggests that you can make it a really pleasant experience being 4 on shift in such a small kitchen. This can be done by having roles between the 4 of you. Such a role system could be:

- One barista in charge of orders
- One barista in charge of filter coffee, taking out trash, restocking kitchen.
- Two baristas in charge of making all but filter coffee.

## Formalities when you can't take your shift:

- You must try to find a substitute
- You **must** inform the shift buddies about it directly
- The shift buddies can accept that they will take the shift without a replacement, but we recommend that there are always **at least 3 on shift**.

## Communicate

Finally, it is important to communicate with your shiftmates and the people you are exchanging shifts with.

- Create a Messenger thread or other means to reach each other
- Talk about expectations with the people you are switching shifts with  
Maybe your lecture starts sharp on the hour, and the new shift is coming from a lecture ending on the hour.

# Food Safety and Administration

The rules Analog has to adhere to continue operating

# General Hygiene

Keeping Analog looking nice and clean makes it a better place to work. Here are a few tips on how to work tidy on your shifts. Though it should not be the main motivation, once in a while Analog gets a visit from the Danish Food Administration, and these are exactly the things they look out for. If they arrive to a messy café, we will get marks for that.

Here are the best ways of keeping the kitchen nice and tidy

- Keep a cloth handy
- Clean as you go
- Wash your hands
- Empty the trash

# Receiving Goods

Whenever we receive foodstuffs, we have to document it in our 'egenkontrol'. This is done through the Received Goods formula on the iPad. As a Barista, you will mostly be concerned with logging receiving milk. It is the Storage Manager's responsibility to log coffee, cups, and other received goods.

For a complete list of suppliers, see the Storage Manager's Handbook.

## Receiving milk

Milk is delivered to us by AB Catering. We order milk on the basis of when we need it, so deliveries can occur Monday through Friday. The driver is scheduled to be in Analog between 10-12, but in practice this is most often at 9.

There are four steps to receiving milk:

1. **Bring the milk crates**

Bring the empty milk crates from last delivery and place them by the entrance to Analog. The delivery driver will take them with him. They should be under the table by the self-service station, or outside the door to storage.

2. **Receive the milk**

The new milk will be dropped off by the door. We have to transport it to the storage and fill the fridge. Before stocking the fridge, bring as much "old" milk as possible to the kitchen. That way we avoid mixing the dates, and use the "first in, first out" principle. We are developing some signage that can tell from which shelf to grab milk from first.

3. **Measure the temperature**

With the probe thermometer, measure the temperature of a random carton of milk. The temperature should be between 1-5 °C

4. **Fill out a "Received Goods" report** Find a link to the form on the iPad. Below is a guide on how to fill out the form. For this, you need to save the delivery note given to you by the delivery driver.

## Filling out the form

This is the most important step. It is a requirement from the authorities that we have to log whenever we receive foodstuffs. Therefore we have to fill out this form. If the packaging, expiry date, and milk temperature is okay, the "Error Handling" section will disappear. If not, you should take appropriate action.

More often than not, you will select "Goods evaluated and used immediately". What this means is that if it is 32 °C outside, and the milk temperature is just above 5 °C, then you have identified the reason why the temperature reading is off. Quickly put the milk in the fridge, and all is well.

Finally, upload a picture of the delivery note. On the iPad, you can choose to take a picture by clicking the "upload" button. When you have successfully sent the form, the delivery note can be thrown out.

Below is a picture of the form:

## Received Goods 2021 (Baristas) ABK

Fill out when Analog is receiving goods.

ITU initials \*

Date \*

01/11/2021



What are you receiving?

- ☒ Milk from AB Catering ☐ Milk from Fatex ☐ Other supplier

### Milk

Received items

Sødmælk (Whole milk)

0

Skummetmælk (Skimmed milk)

0

Did you receive plant milk?

- ☐ Yes ☒ No

Other items?

Optional. Sugar, cocoa etc.

List quantity and product

Please check the following

- ☐ The packaging is intact and undamaged  
☐ The expiry date is OK

Milk Temperature \*

Did you measure the temperature using the probe thermometer? \*

- ☐ Yes ☒ No

### Error Handling



You have marked that the received goods are violating the Food Administration guidelines. Evaluate the product carefully and document what action you took.

If you are in doubt of which action to take - talk with the Kitchen Managers or Board.

What action did you take? \*

- ☐ Goods evaluated and used immediately  
☐ Goods returned  
☐ Goods destroyed  
☐ Supplier contacted  
☐ Other (Specify in comment)

Comments

Take a picture of the delivery note or receipt \*

Upload

or drag files here.

Comments

Send

Food Safety and Administration

# Shift reports

# Shift tasks

Instructions for all shifts; opening, middle and closing shifts.

# Common for all shifts

## **The three laws of shift karma**

- Empty the trash bins both in the kitchen and the cafe and take out cardboard
- Keep a clean kitchen and café
- Buy milk, so there is plenty for the next shift

Please show up to your shift **at least 10 minutes before** it starts, so the previous shift can leave in time for their lectures etc.

## **Take care of the cafe and kitchen!**

When you are on shift, you have the responsibility for 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 regularly
- Make a *shift report* during your shift 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

Some of our machines can take a while before they are ready to make coffee, so start right away by turning on the machines.

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. 7:20 AM).

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

1. Wash your hands - keep a good hygiene
2. Check-in on the iPad and put on your favorite morning tune on the speakers
3. Turn on espresso- and filter machines
4. Fill the hot tea water dispenser with water, put it on the counter and turn it on
5. Start brewing filter coffee, as soon as possible
6. Rinse porta filters with water
7. Empty dishwasher
8. Place cups, thermos, lids, tea, sugar, milk and syrup on the counter

# Middle shift

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!

1. Wash your hands - keep a good hygiene
2. Check-in on the iPad
3. Serve coffee!
4. Complete the middle shift cleaning task
5. Fill out a Shift Report on the iPad

# Closing Analog

1. Wash your hands - keep a good hygiene
2. Check-in on the iPad
3. Serve coffee for the crowd!
4. Make a “last call” announcement 5 minutes before closing
5. Clean espresso and coffee machines - read more on how to clean the machines in the [machines chapter](#)
6. Rinse the thermos with cold water
7. Fill the dishwasher - Remember the ice shovel and the bucket for the shovel!
8. Clean the counter and all kitchen surfaces
9. Sweep the floor
10. Print the transactions report from the terminal
11. Fill out a Shift Report on the iPad

# Machines

How to make coffee. Operation and usage for all the machines in the kitchen

# Espresso Machine

## Starting the machine



1. Turn on the espresso machine by flipping on **the lowest two switches** on the front of the machine (right side).
2. The boiler will start heating up the machine. The display shows about 120°C when the espresso machine is ready.
3. Clean the porta filters and filter baskets with water and assemble the portafilters.
4. Place the porta filters in the group heads and let warm water run through them in 1 minute, to heat up the porta filters.
5. Open the steamers and let them steam for some seconds.

Voila. You're now ready to serve delicious espresso.

# Common problems and troubleshooting

Runtime

Display Error

## Cleaning and shutting down the espresso machine

See Cleaning and shutting down instructions under [Cleaning Guidelines](#).

# Filter Coffee Machine

## Startup

1. Turn on machine by flip the switch on the back of the machine's left side.
2. Push both *Enable Brew On/Off* buttons on the panel.

Wait ~16 mins for the machine to heat up its water tank. Display shows *Ready to brew* when it has reached its temperature.



## Making a brew

1. Insert funnel with freshly grinded coffee and place a thermo. Make sure it is properly placed and **the small top lid is open**.
2. Choose brew batch size:  
**Full** is for the large thermo - 5,7l  
**Half** is for the small thermo - 3,8l
3. Press *Brew A* button to start brew.
4. Filter coffee machine will show *now brewing* and now dripping in the display. Brew is

done after the *now dripping* timer has finished.



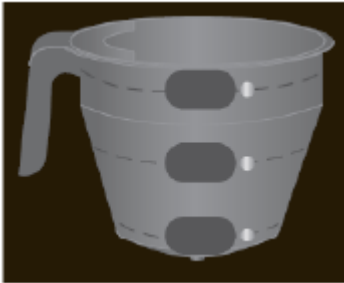
## Shutting down the machine

1. Rinse funnels with water and a wet cloth.
2. Rinse thermos by making an empty brew (no coffee or filter in funnel) and empty the thermo. Alternatively rinse with tap water.
3. Clean the machine with a wet cloth.
4. Switch off the machine by flipping the switch.

# Filter Coffee Grinder

## Grinding

1. Place a funnel with a coffee filter into the grinder.
2. Choose batch size on the size indicator:  
**Top** is for the large thermo - 5,7l  
**Middle** is for the small thermo - 3,8l
3. Press green **Grind** button to start grinding.



Machines

# Dish washer

Hvilke vaskeprogrammer skal man bruge

Symboler ved mangel på afspænding eller salt

Machines

# PUQpress

Machines

# Pitcher Rinser

# Cleaning Guidelines

Guides for how to perform the various cleaning tasks

# How to clean the ice machine

# How to clean the filter coffee machine

# How to clean the filter and espresso grinder

# How to clean the espresso machine

## Cleaning and shutting down the espresso machine



**Clean the group head**

1. Use the red group head cleaning tool to get rid of coffee grinds
2. Insert it like a porta filter, and push the start button (\*)
3. Twist the handle until the running water is no longer dirty

*Repeat steps 1 → 2 on the second group head*



**Clean porta filters**

1. Use Liquid Quartz and blind filters to backflush the group heads
2. Remove the regular filter baskets in the porta filters and replace with the blind filters (the ones without holes)
3. Pour in a bit of Liquid Quartz in each blind filter and insert them into the machine
4. Start the cleaning process (by pushing the left top and bottom button on the machine at the same time)
5. Remove and rinse the blind filters with regular water

*Repeat steps 2 → 4, this time without Liquid Quartz*

6. Remove the portafilters and flush the groups once using the single-shot button
7. Scrub the portafilters without filter baskets, with a sponge and some Liquid Quartz. Do the same with the filter baskets
8. Fill a grey bucket with a bit of Liquid Quartz and warm water
9. Insert filter baskets and portafilters into the bucket and let it soak overnight



### **Clean the steamers**

1. Clean the steamer arms
2. Fill a large pitcher with cold water up to the bottom of the spout
3. Put a Rinza tablet into the water and start steaming (like you would steam with milk).  
When the mixture turns white and foamy, lift the pitcher up and down, to clean the steamer arm.
4. Empty the pitcher.

*Repeat steps 1 → 3 without Rinza, only water*

5. Screw off the arms and ends - give the threads a quick wipe
6. Assemble the arms again and give them a final wipe

### **Finishing touches**

1. Turn off the machine
2. Press the two most lower buttons to turn off the machine
3. Take the rubber mats from the top and put them in the dishwasher
4. Rinse the bottom tray in the sink
5. Pour water into the funnel under the tray to rinse it through
6. Give the machine a quick wipe to make it shine!

# Pitcher Rinser

Cleaning Guidelines

# Where to find guides

[Link to Podio](#)

# Analog outside opening hours and in weekends

As a barista you have card access to Analog. You are always welcome use the Analog room outside opening hours. During exam periods, Analog is a cozy spot to work without the normal hustle and bustle.

## Machines & Kitchen

You are welcome to switch on the machines in the kitchen. The standards for opening and closing do apply. We trust each other to clean up after ourselves, so please do not leave a mess. Normally only the right side of the espresso machine is used.

If you decide to switch on the machine, it is your responsibility to close it again. You can pass on the responsibility to someone else, who will then be responsible.

It is customary to announce on facebook that the espresso machine has been switched on.

# Where to get help?

# Daily Operations

Procedures, semesterly tasks and suppliers relevant for Operations, Storage and Kitchen Managers.

Daily Operations

# Opening Analog up for the semester

# Closing Analog for the semester

Daily Operations

# Suppliers

## Storage suppliers

### **Copenhagen Coffee Lab**

Supplier of beans & smaller cups

### **Inco CC**

### **Multiline**

### **Coop Mad**

### **DRYK**

Oat milk

## Service and machine suppliers

### **Copenhagen Coffee Lab**

Supplier of Espresso and Bunn machine. Responsible for water filters.

### **Ice Consult**

Ice machine

### **Fødevarergruppen**

Consultants for our own food checks

Daily Operations

# Machine overview and manuals

Who own our machines, who service/repair them

[Link to user manuals](#)

# Spring/Summer Cleaning tasks

# Kitchen course agenda

## **Open Analog (1 min)**

- Turn on machine
- Buy milk (show recipe app)
- Check milk
- Flush dispensers (grinder?)
- Empty the dishwasher
- Place cups, the etc. at the counter

## **Make coffee** (there might be weeks until they have a barista course)

- Espresso & Milk
- Tea
- Filter machine (+ thermo sizes and buttons)
- Cocoa recipe

## **Close Analog**

- Last call (10-15 min. before closing)
- Place closed-sign. Remove things from the counter.
- Clean machine (show step by step)
- Clean tables in the café.
- Collect trash
- Throw out trash
- Start the dishwasher

## **Cleaning (and Middle Shift)**

- Cloths -> different purposes, don't throw them out!!
- Don't leave glass and cardboard, throw it out on your shift.

## Other / tour

- Show the different storage rooms
  - Storage 1 Coffee related stuff
  - Storage 2 More cups
  - Storage 3 Cleaning supplies and festive boxes
- Check in on your shift
- Show iZettle
- got milk?
- Show orderIT
- **Shift reports!!!**
- Don't stress on your shift - take 1 order at a time. No worries
- Espresso VS Filter beans
- More cups under the stairs (and storage 2)
- **No Food in the kitchen!**
- No alcohol in Analog (why we close early on Fridays)
- Special coffee (dirty chai etc.) on tablet
- Employee coffee on tablet (also if you take black coffee or tea)
- Music - > go crazy with your music, just not too loud. You decide the music but respect if a customer wants the music to be lowered. The zone system helps greatly with this!
- Wash your hands...
- **Hand-over a clean kitchen, take out trash after your shift if needed, buy milk etc..**

## Perks of being a Barista

- Analog is open for baristas 24/7. Exam period, weekends, evenings. The closing standard is the same
  - If you open the machine, it is your responsibility to close it again
- Filter coffee is free, everything else is 6 kroner when you are no longer a penguin
- Merch! Board will contact you for sizes
- Lots of events with food and snacks

# Game area

The game area is in the passage in the middle of the café, and is an offer to all students.

## PlayStation 5

The PlayStation 5 is owned by Analog. Controllers are borrowed from the reception. They have four controllers. Analog has an additional two controllers in storage, should any baristas wish to play when the reception is not in.

Lars Boisen from FM has a key to the enclosure. Analog also has a key, which is currently in Emil's possession.

The remote that is in the café is a dummy remote, that can take some damage. The OEM remote is in the folder with manuals in the kitchen.

## Television

The television is owned by FM. It is an 8K display.