

JDW DRINK SETTINGS

Drink Type	Milk Volume (Mils)	Total Drink Time	Drink Temperature	Grams of Coffee	Mils of Water
		+/- 3 Seconds	+/- 3 Seconds		
Espresso	N/A	36	N/A	16	45
Cappuccino	180	23	70	16	60
Latte	208	27	71	16	60
White Coffee	88	33	73	16	200
Black Coffee	N/A	41	83	16	250
Flat White	151	34	67	16	60
Hot Milk	225	N/A	N/A	N/A	N/A
Hot Water	N/A	N/A	92	N/A	N/A
Measure drink temperature mid cup, not at the top or bottom.					

COFFEE FOCUS

Goal: Sell 2,000 hot drinks (minimum) per week in every pub.

Daily checks

SOP B0059

Cleaning tablets and solution are available.
Dispense point and drip trays are clean.
Pour warm water into the drip tray to test the drainage pipes.

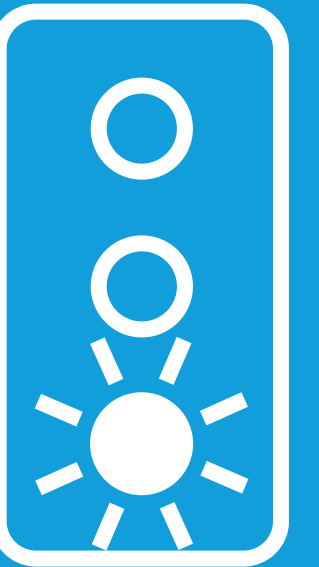


30-minute checks

SOPs B0056/B0057/B0061

Coffee machine:

The machine should always be on green
– not yellow or red.
Top up the machine, wipe down its surfaces and empty the coffee grounds every 30 minutes.



Coffee station:

Wipe down all surfaces, refill condiments and (minimum every two hours) replace the milk flask.
Cleanliness and presentation are key.

Weekly checks

SOP B0059

Before completing the check, warm a mug using hot water.



Latte: Pouring speed 24–30 seconds, 68°C minimum

Cappuccino: Pouring speed 20–26 seconds, 67°C minimum

Condiments

SOP B0057

All eight condiments available:
white sugar, brown sugar,
sweetener, wooden stirrers,
dairy-free milk, tea bags,
decaf tea bags,
chocolate duster

Clean the tidy daily, using a cloth or the coffee cup washer.



All day every day

SOP B0056

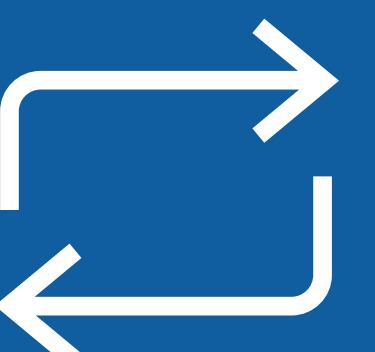
Keep all machines on until 3pm, with at least one until close.



Speed of service

SOP B0065

Ensure quick access to mugs, including at app stations.
An additional tidy can be made in advance to quickly replenish the coffee station.



Communication

Inform customers about the use of the coffee machine and free refills.



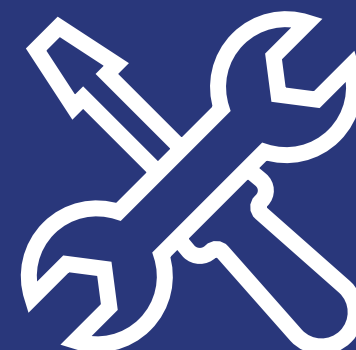
Call-outs

SOP B0059

Of all call-outs, 50% are down to operator error.

Guidance on preventing call-outs and resolving faults is available on myLearning.

Place a call-out only if the fault cannot be resolved.



Closedown

SOP B0056

All machines cleaned daily to ensure reliability and quality.
Ensure only fully trained staff close down coffee machines.



Cups' cleanliness

SOPs B0040/B0056

Cups should be washed through the dedicated dishwasher.

Stains:

Empty cup ➔ scour ➔ soak

Lipstick:

Empty cup ➔ Quash lipstick remover



Take-away

Take-away available at all times.



Order codes:

W00050 (large tidy) | W00051 (small tidy) | W0515 (flask) | W0472 (take-away lids) | SMISC557 (take-away cups)

SOPs

SOP B0040 Use and cleaning of the coffee cup dishwasher FV40.2G-GiO

SOP B0056 Cleaning and use of the coffee machine – FRANKE A800 – with or without decaf and hot chocolate dispense

SOP B0057 Setting up and cleaning the self-service coffee station

SOP B0059 How to complete daily and weekly coffee machine checks – FRANKE A800

SOP B0061 Coffee grounds and bar fruit recycling

SOP B0065 Bar app station set-up