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1A | Types and characteristics of coffee

A good barista has a solid understanding and knowledgebase of every aspect of the coffee-making process.

This includes how different beans, blends and roasts can alter the flavour and characteristics of coffee. With this information, you can confidently provide expert advice and suggestions to customers.

The customer should leave feeling like they were offered choices in determining the style and characteristic of their coffee. Customers are more likely to return if they received this type of service from a barista.

History of coffee

Coffee is one of the most consumed beverages in the world.

Coffee is said to have first been discovered in Ethiopia, on the African continent during the 9th century.

Coffee crops are found in many countries around the world including Indonesia, Vietnam, Mexico, India and the West Indies, and coffee is farmed extensively throughout South America, particularly in Brazil.

Coffee has a strong history in Europe. The first coffee shop was opened in Venice, Italy in the early 1600s. From here the popularity of coffee spread to the rest of Europe.

Coffee arrived in Australia from Europe largely as a result of Italian immigration. Italians wanted to continue their coffee culture and enjoy their favourite beverage.

Part of the appeal of coffee has always been the effects of caffeine and its stimulating effect on the human body.

Watch this video [00m:51s] to learn about the history of coffee.



Characteristics of beans, blends and roasts

As a barista, it's important to know about the characteristics of beans, blends and roasts.

Theo is an apprentice. Fiona is a barista. Today she is teaching Theo about the characteristics of beans, blends and roasts. Theo has some questions for Fiona.

Read Theo's questions about the characteristics of beans, blends and roasts and Fiona's responses.



You mentioned blended coffee before. What does that mean?



Blending coffee beans is done to create a coffee with an improved or more complex flavour. For example, a blend could be done by adding a low percentage (20–30 per cent) Robusta beans from India (which produce a strong flavour without bitterness) to a better quality Arabica bean. This will boost the overall character and flavour of the coffee.

The blending process may occur before or after the roasting process. A common blend is a mixture of four different bean types. The percentage of each bean in the blend will create different flavours and complexities.



What about roasting the beans?



After processing, the beans need to be roasted to bring out the characteristics of the coffee bean flavour.

Roasting coffee is a skill. It requires the correct amount of heat for a specific period of time. The temperatures are very high, so the beans are roasted in a short amount of time. The beans move and stir in the machine as they are roasted to allow the hot air to roast them evenly.

The length of time and temperature used will determine if the beans are light, medium or dark roast. To an expert roaster, the smell, cracking noises and colour changes all indicate the stage of the roasting process.

A roast profile is a graph that shows bean temperature during a roast cycle. It is best if both the bean and air temperature are measured and logged.

A roast profile is used to adjust for faster, higher temperature roasts or a slower roast on a lower temperature. This will alter the characteristics of the coffee. For example, it may bring out the body of the coffee bean, but reduce the flavour.

The beans are cooled quickly to stop the roasting process.

Here are the characteristics of three roasting types:

- a light roast emphasises the acidity of the coffee
- a medium roast develops sweetness
- a dark roast brings the intensity of the aroma or flavour.

Watch this video [04m:49s] about roasting beans.



1B

Types and characteristics of milk

Cow's milk is the most popular choice for customers. However, there are now different variations of cow's milk and alternatives to cow's milk, including almond and soy milk.



Each type of milk has a noticeable difference in taste and texture, which affects the body of the coffee.

Some customers will have a specific request for a type of milk, while others may want some advice on the options. You will need to be able to provide information so the customer can make their decision. You also need to take several factors into consideration on how the choice of milk can affect the coffee beverage.

Choice of milk can affect:

- the taste of the coffee beverage
- the texture of the foam
- the consistency of the foam
- the amount of foam required for the type of coffee.

Characteristics of milk types

Each type of milk will have different characteristics. You need to be aware of these when making coffee beverages.

Here are the characteristics of some common types of milk used in coffee.

Whole or full-cream milk

- Whole/full-cream milk is the most common type of milk used for coffee beverages. It usually contains 3.5–4 per cent fat.
- The amount of fat supports a good balance of flavour, micro-foam texture and strong consistency of the foam.
- Whole milk will take slightly longer to steam and froth than other milk products because of its higher fat content. Coffee mixed with full-cream milk tends to have a fuller body and a sweeter taste.



Activity 2: Types and characteristics of milk

Check your understanding of types and characteristics of milk.

Read each statement about types and characteristics of milk and circle true or false.

Question 1 The best temperature for milk to be heated is 40 degrees and under.

* True

* False

Question 2 A customer who is lactose-intolerant orders a takeaway cappuccino. She could have either enhanced milk or skinny milk.

* True

* False

Question 3 Whole or full-cream milk is the most commonly used milk in coffee beverages.

* True

* False

Question 4 The choice of milk can affect the taste and texture of the foam.

* True

* False

Question 5 Skim milk and low-fat milk are the same. They just have different names.

* True

* False

Click to
complete
Activity 2

Identify customer preferences

There are many ways you can help customers to identify their preferences.

In order to identify a customer's preference for their coffee beverage order, there are several questions that the barista can ask the customer.

Julie is a trainee. She has some questions for her trainer, Bill, who is a barista.

Julie



Bill, if a customer says they want a strong or weak coffee, what do I do?

Bill



Well, coffee can be made strong or weak by adjusting the shot of espresso. A coffee extracted correctly to standard (30–35ml in 27–32 seconds) will automatically be a strong coffee.

But if your customer wants a weak coffee, then the extraction should be 15–20ml over the same amount of time. Then milk and/or hot water can be added to taste.



I started my training in a cafe that had in-house and takeaway services. But I wasn't ever clear about how to serve the coffee orders – especially for takeaway coffees.



If the coffee will be consumed in house, the serveware will be determined by the type of coffee order. For example, a latte is usually served in a glass and a cappuccino is usually served in a cup with a saucer.

If a takeaway coffee is ordered, you should ask them what size of coffee they want (for example, small, medium or large). This will determine which takeaway cup you will use. You should also ask whether they want sugar in their coffee.



I have noticed that customers have pretty clear preferences when it comes to milk and sugar!



That is true! Sugar comes in various forms and packaging. It can be brown, raw, white, cube, crystal, table and even liquid. There are also artificial sweeteners (such as saccharine), which is suitable for customers with diabetes. Not all venues offer a complete range of sugar varieties, but most offer white or brown and artificial sweeteners.

With milk, there is more variety. Most venues stock full-cream milk, low-fat milk and lactose-free alternatives, such as soy. In addition to selecting milk, a customer may request for their milk to be extra hot or cold, or for a small jug of milk on the side of their coffee order. These are all common customer requests.



Read the following workplace example to see how the concepts you have learned are applied in a real-life situation.

Workplace example for Topic 1

Cody has been a barista at Maples Café for a year, a busy coffee shop near the railway station. They have a shaded courtyard seating area outside and several tables inside the coffee shop where customers can sit and enjoy their coffee. As they are located near the railway station, they have a busy passing trade on takeaway coffees, which is often busiest in the mornings with customers purchasing coffee on their way to the station.

Cody prides himself on his excellent knowledge of 'all things coffee'. He has a good understanding of the coffee beverage selections and feels well placed to advise his customers on the products available.

Maria is a customer, and approaches Cody while he is at the espresso coffee machine. Maria says she feels like a different sort of coffee today instead of his usual cappuccino. However, Maria says he thinks a black coffee would be too strong. She asks Cody what he could recommend. Rather than just suggest another type of coffee, Cody asks Maria the following questions:

- Does she enjoy his coffee strong or weak?
- Would he like his milk to be full-cream or skinny?

At this point, Maria explains that milk has been upsetting her stomach lately, so Cody suggests using an alternative, such as soy. Cody suggests a soy latte and asks if Maria would like sugar in the coffee before he puts the takeaway lid on for her.

Cody makes Maria's coffee quickly as he knows he is on his way to work and needs to catch the train. Cody ensures that he does not overfill the latte and places a clean lid on the coffee to ensure there are no drips or spills. Cody wishes Maria a good day and makes a mental note to ask her how she enjoyed this alternative coffee next time he sees her.

Watch the workplace example video [01m:44s] [here](#).





Topic 2 | Prepare equipment

Preparing and checking equipment is performed before service to ensure the safe and smooth running of the coffee station.

Setting up the equipment, ingredients and serviceware ahead of time means that all the items required are accounted for and checked.

As a barista, you should be familiar with the workings and features of the equipment you use, and should always check the machines operation before service. To do this, you should make several test extractions to determine the quality of the coffee and make the required adjustments.

In this topic you will learn about:

2A Mise en place

2B Storage and shelf life of ingredients

2C Espresso machines and grinders



George

When coffee is roasted, carbon dioxide develops in the beans and is emitted (given off) for several hours afterwards. Coffee beans are sometimes sealed in aluminium bags with a one-way valve, which allows the carbon dioxide to get out, but no oxygen to get in.

Exposing the coffee to oxygen speeds up the deterioration process, which makes it go stale faster. The aluminium bag protects the coffee from ultraviolet light, which also speeds up deterioration.

Being aware of these factors will help you to optimise the shelf life of your coffee.

How to optimise the shelf life of beans:

- Store in a cool, dry place.
- Remove as much air as possible from containers or bags.
- Seal bags with a clip or elastic band, or use a suitable airtight container.
- Store in aluminium bags with a one-way valve.
- Coffee grinders that hold beans should be kept out of direct sunlight.



Fiona

When storing dry goods, you must consider other accompaniments such as sugar, artificial sweeteners, chocolate powder, syrups and marshmallows. These should also be stored in dry store conditions.

Dry store conditions include:

- between 18–21 degrees Celsius
- well-ventilated and dry
- shelving off the floor and away from the walls
- pest-free
- stock rotation principles are applied, such as FIFO
- sealed air-tight containers with labels indicating the use-by date.

Storage conditions for milk

Milk is stored between 0–5 degrees Celsius away from strong odours, such as onion or garlic.

The use-by dates on milk labels should be used to rotate stock so that milk past its use-by date is discarded and the oldest milk is used first.

Milk must be stored under refrigeration and kept under 5 degrees Celsius. Any temperature over this is considered in the 'danger zone' and will result in fast deterioration of milk. Milk will spoil quickly if it is kept out of the fridge for even short periods of time, particularly on hot days. A sour smell indicates the milk has spoiled and should be discarded.





Here is some information about parts of espresso machines.

Feature	Function
Group heads	The water outlets are referred to as group heads. Most commercial machines have a two- or three-group head capacity. Water is pumped under pressure through a series of screens into the group handle. The water in the group head is around 92 degrees Celsius at 9 bars of pressure. The pressure gauge tells you the operating pressure of the machine.
Group handle	<p>The group handle (also called the portafilter) holds the tamped ground coffee. The high-pressure water flows through the group handle and produces the espresso. It may have a single spout (for one coffee extraction) or a double spout (for two coffee extractions).</p> <p>Filter baskets are round metal baskets that sit firmly inside each group handle. They allow the espresso liquid to pass through the group handle into the cup without any coffee grounds. The larger holed filter basket is used for the double-spout group handle and a finer basket is used for the single-spout handle. The blind filter (with no holes) is used to clean the group head. This is called 'flushing'. During flushing, hot water is forced up into the group head and any coffee particles are removed.</p>
Selection buttons	These turn the water pump on and off to deliver hot water through the group head. The controls can be programmed to deliver specific amounts of water for different coffees. There is also a free pour bottom where the operator can manually turn the water on and off.



Here is some information about parts of coffee grinders.

Feature	Function
On/off switch	This is used to turn the grinder on and off.
Bean hopper	This is where the coffee beans are held. Keep clean and dry, and out of direct sunlight.
Dosing chamber	Once the coffee beans have passed through the grinding blades, the coffee grounds are stored here.
Grind adjuster	An adjustment lever is used to adjust the size of the grind. This is done to maintain a consistent quality grind.
Dosing lever	This lever is pulled forward to measure 7–9 grams of ground coffee. Pull once for a single filter basket and twice for a double filter basket. It is spring-loaded and clicks in one direction. When you let go, it should return to its starting position.
Wastage tray	This catches and collects the spilt coffee grounds.
Tamper	<p>Handheld tampers are used to compact (or tamper) the coffee in the group handle. They are flat and fit the exact diameter of the filter basket. This allows for an even pressure to be used when tamping the coffee grounds into the group handle (essential for the quality of the espresso extraction).</p> <p>Some coffee grinders have a tamper attached to the dosing compartment. This is called a grinder tamper and is used in the same way as a handheld tamper. This is fixed to the machine and can be used instead of the handheld tamper. Pressure is placed upwards towards the fixed tamper. It flattens and compresses the ground coffee into the filter basket.</p>



Read the following workplace example to see how the concepts you have learned are applied in a real-life situation.

Workplace example for Topic 2

Cody is on the early shift today at Maples Cafe near the railway station. The cafe opens at 6 am Monday to Friday and opens later on weekends. So that he can ensure all the mise en place is completed before the cafe opens, Cody needs to start work at 5:30 am. He knows how busy the mornings are with people rushing to catch trains and buying takeaway coffees.

Even though Cody has been working here for a year, he still uses his check list to ensure he doesn't miss anything.

The first thing Cody does is to turn on the coffee machine as this needs time to warm up. While the espresso machine is warming up, Cody gets started on the rest of the mise en place:

- He collects fresh milk and puts it in the fridge near the coffee station.
- He stacks the serveware on top of the espresso machine to warm it up.
- He replenishes his stock of takeaway cups, sugar and other accompaniments.
- He makes sure all of his small coffee-making equipment is accounted for as he was off work the day before.
- He checks the group handles and filters, and the blind filter basket for back-flushing cleaning during the day.
- He collects a stack of clean cloths for wiping.

Cody checks the pressure gauge of the espresso machine to see if it ready for use. He runs water through each group head to flush the system and then runs water through each group handle to flush the group handle. He puts water through the hot water outlet to flush the old water out. Next, he runs the steam arms on his machine for about 30 seconds. He is always careful when doing this; he pushes them to the back of the machine to avoid the steam burning his arms.

As the head barista of Maples Café, Cody is the only one who can adjust the grinder. The grinder is to the right of the espresso machine. To set up the grinder, Cody grinds a small amount of coffee for his test extractions. He doses the required amount of grind into his single-filter basket group handle and extracts his first coffee of the day. He checks the timing of the extraction and visually checks that he has extracted 30 ml of espresso coffee. As the spent coffee ground looks to be the correct texture, he does not need to adjust the grind. He repeats a test extraction for all three group heads.

It's now 6 am and Cody is ready to open the cafe. He can already see people waiting at the door – it's going to be another busy day.





Thanks, that makes it clear. I think I will create a summary of how to monitor the grind and dose. Do you have any tips?



That's a very good idea, but I can save you a bit of time as I've already created a summary. Here it is!

You can monitor and grind the dose by:

- always ensuring fresh ground beans are used
- adjusting the grind required from coarse to fine
- measuring the dose carefully and accurately
- checking the water pressure is at 8–10 bars
- checking water temperature is 88–92 degrees Celsius
- checking the quality with test shots by taste, looking for balance, sweetness, acidity and bitterness
- checking the puck for texture
- reporting any issues to your supervisor or manager if you need help
- calling in repair if issues cannot be resolved in house.



So after all that, the grinder has to be cleaned, right?



Yes, that's right. At the end of service the grinder will require a full cleaning.

During service, make sure you keep enough beans in the hopper to meet the needs of the orders coming in and to keep an efficient workflow.

Wipe the outside of the grinder of any splashes from the espresso machine. You can use a damp cloth to remove coffee grounds from around the grinder. This will help to keep the area looking tidy and clean. Believe me, a dirty grinder is not a pleasant sight!

3B | Preparing the coffee extraction

There are some variations in the methods and techniques for extracting coffee.

The extraction process aims to dissolve the flavours from the coffee grounds in water. This is completed when hot water, which is heated under pressure, is forced through the ground coffee. The key to quality is to allow the water the right amount of time to be in contact with the coffee. This will release the aroma and the oils in the coffee to create the honey-coloured crema and deep brown coffee.

Generally the operation of an espresso machine is similar no matter the type of hospitality venue. However, there will be some individual differences in the workflow required for the efficient service of coffee to customers. For example, there may be limited bench space available or there may be other food or beverage services occurring in the same area.

There are a number of key quality indicators that need to be monitored during the extraction process. The barista needs to know how and when to make adjustments during the extraction process. The overall goal is to ensure quality of the espresso is maintained in every order.

Method for extracting espresso

Espresso coffee forms the basis of almost all the other coffee varieties and styles.

You therefore need to be able to make and serve the perfect espresso. Practice, which includes trial and error, will help you perfect your technique. Here are the basic steps needed to produce an espresso coffee using a commercial espresso machine and grinder.

1. Select the correct serveware



Cups and glassware be stored on the cup-warming tray on top of the espresso machine. This helps them to feel warm.

3. Remove the group head and knock out old grounds into the tamp box



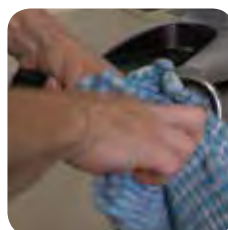
Always remember to remove old grounds before starting the next extraction.

2. Turn on the grinder and grind the coffee beans to fill the dosing chamber



The texture and grain of the grind are important in the quality of the espresso.

4. Wipe filter basket dry with a clean cloth



Always start with a clean, dry, hot filter basket.

Factors that influence quality

There are many variables that can affect the espresso.

Every order needs to be checked for quality and this will become standard practice as you become more experienced and confident with the process. There are a number of things to look for that will indicate the quality of the espresso.

The technique applied for test extractions can in most cases also be applied to customer coffees. Under-extracted coffee has an accentuated sour and thin note. Over-extracted coffee will be weak with bitter acid notes. It is crucial to know the relation between the extraction time and the volume so that you are aware of what is occurring during the extraction process.

Here are quality indicators for espresso coffee.

Colour of crema



Crema should be thick and honey-coloured. Changes in crema texture and colour indicate an over- or under-extraction.

Changes in flow texture and rate of flow



Timing the extraction ensures consistent quality. Changes in the rate of flow will affect the quality and recommended timing for an espresso.

Cake of used ground coffee



The cake (or puck) must not be too soft or watery, or too dry or hard, but should fall out in a biscuit shape.

Water pressure during extraction



The pressure must be maintained and constant to extract the maximum coffee from the beans.

Water temperature



Water that is too hot or too cold will affect the flow of the coffee.

Taste of the finished product



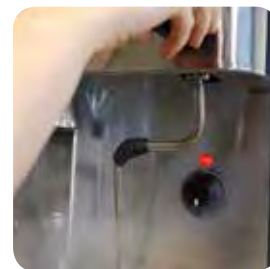
The espresso should be sampled several times a day to monitor the quality of the flavour.

Procedure for texturing the milk

1. Select the best sized jug for the amount of milk for the order. Half-fill the jug with fresh cold milk. Face the wand towards the back of the machine to prevent burning.



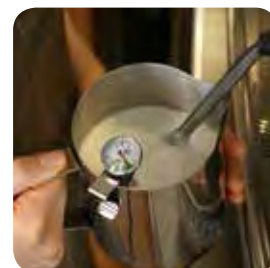
2. Purge the steam wand to expel the excess water and any milky residue.



3. Wipe the wand clean. Make sure the cloth you use is only used for this task.



4. Hold the jug by the handle and tilt it so you can see inside the jug. Place the thermometer in the jug. Place the tip of the steam arm just below the milk surface in the centre of the milk jug.



5. Turn on the steam wand to full pressure and hold the jug at a slight angle. This will cause a funnel effect around the steam arm known as rolling.



6. Listen for the correct sound of the steam in the milk. It should make a hissing sound when 'stretching', followed by a quieter sound when texturing. As the milk starts to expand, the milk level will rise. Slowly move the jug down so the steam wand tip remains just below the surface.

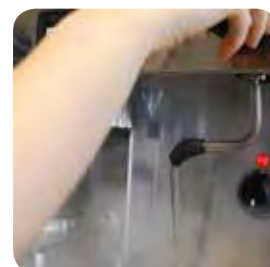


7. As the milk heats, the bottom of the jug will become warm. If you are using a thermometer, watch for the temperature to reach 60 degrees Celsius.



Turn the steam wand off and the temperature will continue to rise to 75 degrees. The milk in the jug should be a smooth, silky foam.

8. Purge the steam wand again by facing it towards the back of the machine. Once again, wipe it with a clean, damp cloth.



3D | Serving coffee

Every business that serves coffee has standards about the presentation of coffee beverages.

When presenting and serving customers, beverages must be served as quickly as possible. However, you should always check that they are well presented and look appetising. Learning how to sequence orders as they come to the coffee station gets easier with practice. During busy service periods, being able to sequence orders means there is less wastage and customers are not left waiting too long.



Presentation of beverages

Excellent presentation will add to the customer's pleasure.

Read what each person says are the key considerations when presenting a coffee beverage.



Bill

All coffees must be presented in accordance with the customer's preferences. For example, they might ask for a long black with milk on the side.

Be sure to always use clean and hygienic serviceware. It is pretty awful to be given a coffee in a lipstick-stained cup!

Never touch cups or glasses where customers will place their mouths (such as along the rim) and, when placing the lid on takeaway cups, do not handle the drinking hole. You should also check for any drips or spills before serving the coffee.

Let's see what Isa lists as her key considerations when presenting a coffee.



Isa

I agree with everything Bill said. I would add that serviceware must be warm. A hot coffee served in a cold cup doesn't work well!

A folded napkin can be placed between the cup or glass and the saucer. A clean, dry teaspoon should also be provided regardless of whether the customer desires sugar.

If you are serving coffee at a table, make sure the coffee is placed with the handle of the cup facing the customer's hand and the teaspoon is placed on the right-hand side of the saucer or across the top of the cup.

You should always handle accompaniments such as marshmallows and biscuits with tongs, and store them in appropriate containers.



Summary of Topic 3

1. The process of producing the correct dose of coffee ensures the best quality espresso coffee extraction.
2. The correct amount of coffee must be ground to the correct degree of fineness and texture. This is generally 7–9 grams of coffee for a single shot of espresso and 14–18 grams for a double outlet group handle.
3. The extraction process aims to dissolve the flavours from the coffee grounds in water. This involves hot water that is heated under pressure being forced through the ground coffee.
4. Every order needs to be checked for quality and this will become standard practice as you become more experienced and confident with the process.
5. Almost any milk can be textured, but most baristas prefer to use full-cream milk because it's easier to work with.
6. Follow the step-by-step process to texture the milk to ensure a smooth, velvety foam.
7. Texturing the milk is done the same way for all milk-based coffee beverages. However, cappuccinos, lattes and flat whites are all poured differently.
8. All coffees must be presented in accordance with the customer's preferences, and in a clean and hygienic manner.
9. There needs to be a process of sequencing coffee orders so they can be made and served to customers in a prompt manner.
10. To minimise waste, ensure that the required amount of milk and the correct size of jug is used. Grind the coffee beans as you need them.

Basic cleaning and maintenance

Chemical clean of group heads

The following is a general process of the back-flush. (Note: the process will vary according to the instructions for particular chemical products.)

1. Place a measure (recommended amount) of the chemical powder in the double group handle with the blind filter and secure on the first group head.
2. Manually run the coffee machine for approximately 20 seconds. This back-flushes the cleaner into the shower screen area. Repeat the process if necessary, until the solution looks clean.
3. Empty the solution from the group handle. Back-flush the machine with clean water until the water runs clear.
4. Repeat the process for the other group heads.
5. Remove the blind filter. Clean the group handle and replace with a filter basket ready for the next service.

Steam wand clean

1. Remove the steamer rose from the steamer wand and check for blockages. Soak the wand in hot water for a short period to loosen any milk residue. Clean thoroughly and replace the rose on the steam wand.
2. Purge the steam wand.
3. Wipe the steam wand with detergent to clean.

Cleaning the machine

1. Turn on hot water to clean the drainage pipes.
2. Turn the machine off.
3. Remove the drip tray from the machine, wash it with detergent, rinse and polish dry with a clean cloth.
4. With the drip tray removed, check that the waste pipe/drainage hole is clear. Flush with clean water if required.
5. Wipe underneath the machine and replace the drip tray.
6. De-pressurise the coffee machine by turning on both steam wands.
7. Wipe over the front, sides, top and splash-back of the machine with sanitising spray and polish with a clean cloth.

Watch this video [00m:58s] to learn about cleaning the group heads with chemicals.



Watch this video [00m:32s] to learn about cleaning the steam wand.



Watch this video [00m:50s] to learn about cleaning the machine.



Clean and maintain the grinder

You need to clean the grinder at the end of the service period.

Here is a list of the daily tasks to complete as part of the grinder cleaning and shut-down process:

- Remove coffee beans from the hopper and store in an airtight container in a cool, dry place.
- Clean the bean hopper in mild, soapy water and dry.
- Use a brush to remove used grounds from the blades, being careful of sharp edges.

- Empty the dosing chamber of ground coffee. This can be saved for the next day to in the espresso machine.
- Use a brush to remove used grounds from the dosing chamber.

There is very little maintenance that needs to be (or can be) performed on the coffee grinder. The main aspect of maintenance is a weekly check and thorough cleaning of the grinder blades. The manufacturer's instructions need to be followed carefully because cleaning the grinder blades involves pulling apart and replacing some parts of the machine.

Symptoms and solutions of faults

The espresso machine and grinder may develop faults that could affect the quality of the coffee or become a safety concern.

Before the first service of the day, check the grinder and espresso machine to ensure they are operating correctly and to identify any faults.

Test extractions conducted throughout service also help to identify faults in the equipment. Faults in the machines must be reported to a supervisor because they may require a service call from a technician if they cannot be resolved by in-house staff.



Symptoms

1. Machine has lost pressure or temperature.
2. Machine is leaking water.
3. Water delivery from the group head is slow.
4. Grinder is producing inconsistent grind.

Causes

1. Machine may have been switched off or shut down due to fault.
2. Waste pipe is blocked or kinked.
3. Group head jet is blocked.
4. Grinder blades are worn or damaged.

Solutions

1. Check power switch is on.
2. Check waste and remove kink or unblock.
3. Back-flush group head with blind filter basket.
4. Replace grinder blades.

If faults are unable to be resolved, contact a supervisor or technician.