Coffee Grinder’s Manual

Beech Coffee and Cake — Volunteer Guide

Title	Coffee Grinder’s Manual
Applicable to	Coffee Grinder volunteers
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Changes

Date	Change
March 2026	Version 2.0: Full rewrite. Objectives and outline approach replaced with role-specific introduction. iZettle replaced with Square Point of Sale throughout. SFBB+ and OneDrive references removed. SharePoint confirmed as document library. Allergen response wording standardised. Illness rule added. Structure reorganised to match Cake Curator Manual format.
2022	Version 1.0: Original document created.

1. Welcome, and thank you!

Beech Coffee and Cake is a community gathering space — a warm and friendly place for conversation and connection. Our Coffee Grinders are the heart of the Friday morning session, making every customer feel welcome and serving great coffee and cake.

This manual covers everything you need to know to work a shift confidently and safely. It is organised into two main parts:

- Getting started — what to do before your first shift.
- Your shift — checklists and guidance for each session.

The reference sections at the back cover our coffees, the Sage Oracle Touch machine, the dishwasher, and Square Point of Sale.

For other practical information — the volunteer calendar, expense claims, and general operations — please visit: Beech Coffee and Cake operations page

> Got a question? We're always happy to help.
> Email us at bookings@beechvillage.org.uk or speak to the Food Safety Lead.

2. Your role as a Coffee Grinder

As a Coffee Grinder you are the friendly face of the Coffee and Cake shop. Your responsibilities are:

- Receive baked goods on arrival and check they are accompanied by a completed Baking Sheet and within their use-by date.
- Wash hands regularly and keep surfaces clean throughout the session.
- Take customer orders and payments using Square Point of Sale.
- Prepare and serve drinks and food.
- Handle allergen queries by referring to the Baking Sheet — see Section 3 for the agreed response.
- Collect used crockery and run through the dishwasher.
- Wipe down table tops between customers.
- Manage the sound system.
- Provide friendly customer service and log any feedback at the end of your shift.
- Ensure all unsold food is safely disposed of at the end of the session.

> ⚠ **Illness: a legal requirement**
> Do not work a shift if you have diarrhoea and/or vomiting.
> You must wait until 48 hours after all symptoms have stopped before working again.
> Please let us know as soon as possible so we can arrange cover.

3. Allergen queries

Allergen management is a legal requirement. Customers may ask whether a product contains a specific allergen. You must never guess.

How to handle an allergen query:

1. Check the Baking Sheet for the product in question. The Baking Sheet lists all ingredients and any allergens present.
2. If the Baking Sheet clearly shows the allergen is not present, you may tell the customer.
3. If you are not certain, or if the Baking Sheet shows a risk of cross-contamination, use this exact wording:

> “We cannot confirm this product is safe for your allergy.”

Never say ‘it should be fine’ or offer a guess. If in doubt, use the standard response above.

> The 14 regulated allergens are: Peanuts, Tree nuts, Milk, Eggs, Fish, Shellfish, Soya, Gluten-containing cereals (wheat, rye, barley, oats), Sesame seeds, Celery, Mustard, Lupin, Molluscs, Sulphur dioxide / sulphites.
> An allergen notice is displayed on the menu. Direct customers to this if they have general allergen concerns.

4. Getting started: before your first shift

Step 1: Register as a BVH Volunteer

If you have not already done so, please register as a volunteer at: beechvillage.org.uk/volunteering

Step 2: Complete your food hygiene training

As a volunteer serving food to the public, basic food hygiene training is required before your first shift. The Food Standards Agency provides free short videos:

Topic	Link
Handwashing	FSA handwashing video (YouTube)
Cleaning effectively	FSA cleaning video (YouTube)
Allergens	FSA allergen guidance

Step 3: Familiarise yourself with this manual

Before your first shift, please read:

- Section 3 — Allergen queries (important legal requirement)
- Section 6 — Our coffees (the drinks we serve and how to make them)
- Section 7 — The Sage Oracle Touch machine
- Section 8 — Square Point of Sale

Step 4: Sign up for shifts

Our shift schedule is managed via Google Calendar. Once you are signed up as a volunteer, email bookings@beechvillage.org.uk to get access to the calendar and choose your shifts. Sessions run every Friday morning.

5. Your shift

Before you leave home

Before your shift	
□	I am fit and well (no diarrhoea or vomiting in the past 48 hours).
□	I am wearing comfortable shoes and clean clothes.
□	I have prepared a music playlist if I am managing the sound system.

On arrival

On arrival	
□	Wash your hands thoroughly with soap.
□	Put on a clean apron.
□	Check your hands for cuts and cover any with a plaster.
□	Attach your name badge.
□	Check the Baking Sheets delivered with the cakes — confirm each delivery is accompanied by a completed sheet and within its use-by date.
□	Update the chalkboard with today's cakes, biscuits, and any allergen highlights.
□	Check the coffee machine (water level, bean hopper) — see Section 7.
□	Set up Square Point of Sale on the iPad — see Section 8.

During your shift

During your shift	
□	Use the drinking water tap to fill the kettle and top up the coffee machine.
□	Regularly check the coffee machine — top up beans and water as needed.
□	Wash your hands regularly, especially after handling money, crockery, or waste.
□	Wipe down table tops between customers using the yellow kitchen cloth.
□	Collect dirty crockery and run through the dishwasher regularly — see Section 9.
□	Refer all allergen queries to the Baking Sheet — see Section 3 for the agreed response.
□	Keep the serving area tidy and clear of food debris.

End of shift

End of shift	
□	Ensure all unsold food is disposed of safely — nothing is carried over to the next session.
□	Wipe down all surfaces in the serving and preparation area.
□	Return your apron for cleaning.

□	Detach your name badge.
□	Log feedback using the form below and hand to the Food Safety Lead or leave in the feedback folder.

End of shift feedback — please complete and hand in:

What went well?	
Any problems?	
Did anything break?	
Did we run out of anything?	
Did anyone ask for something we don’t have?	
How can we make it easier or more enjoyable for you?	

6. Our coffees

All our espresso-based drinks use a double espresso as the base (40ml). Our machine is set up to dispense this automatically: grinder setting 15, 20g ground coffee, 30-second brew time.

6.1 Our coffee beans

We source speciality-grade 100% Arabica beans from Moon Roast, a specialist roaster. Our current blend is:

- 50% Brazil Fazenda Irubi
- 30% Colombia Monte Bonito
- 20% Guatemala Finca Filadelphia

6.2 Coffee drinks

Drink	Espresso	Cup size	Milk	Water	Notes
Espresso	40ml double	3oz (85ml)	None	None	Grinder: 15. Coffee: 20g. Brew: 30 sec.
Macchiato	40ml double	3oz (85ml)	2 spoons froth	None	One or two spoons of milk froth on top
Cortado	40ml double	6oz (170ml)	40ml steamed	None	Espresso topped with 50% steamed milk
Flat White	40ml double	6oz (170ml)	120ml steamed	None	2/3 steamed milk, fine foam (<1cm)
Latte	40ml double	8oz (227ml)	180ml steamed	None	2/3 steamed milk, foam 1–2cm
Cappuccino	40ml double	10oz (284ml)	180ml steamed	None	1/3 steamed milk, 1/3 dry foam (2–4cm)
Americano	40ml double	8oz (227ml)	None	140ml	Water first, then espresso added
Long Black	40ml double	8oz (227ml)	None	120ml	Water first, then espresso added

We offer full fat milk, semi-skimmed milk, and oat milk as standard.

6.3 Tea and other drinks

- Tea — use fresh boiling water from the kettle. Offer milk on the side.
- Cafetiere coffee — use the grinder to grind beans fresh. Ask the Food Safety Lead for the quantity guide if unsure.
- Soft drinks — available from the stocked items behind the bar.

7. Sage — coffee machines

We now have 2 coffee machines. Both machines are fully automated bean to cup but the newer Sage Orcel Dual Boiler also automatically adjusts the grid and brew time based on the previous brew so will deliver more consistent results.

7.1 Best practice

1. Maintain a consistent quantity of beans in the hopper — top up regularly.
2. Pre-warm the portafilter by keeping it in the brew head between uses.
3. Pre-warm cups on the warming tray or by rinsing with hot water.
4. Wipe down the portafilter with a clean damp paper towel before each use.
5. Occasionally flush the brew head: press brew without the portafilter for 5 seconds, then wipe with a damp paper towel.

7.2 Reference guides

Topic	Link
Machine overview	Sage Oracle Touch guide (YouTube) Sage Oracle Dual Boiler guide (You Tube)
Making an Americano	Americano guide (YouTube)
Making a Cappuccino	Cappuccino guide (YouTube)

8. Square Point of Sale

We use Square Point of Sale (POS) on the iPad to take orders and payments. The card reader pairs with the iPad via Bluetooth.

8.1 Setting up at the start of a session

1. Power on the iPad and open the Square POS app.
2. Power on the Square card reader (small button on the side).
3. Check the battery level of both devices. If either is low, connect to the charger.
4. Place the iPad on the front of the bar and the card reader beside it.
5. Sign into the iPad and then ensure you are in the Square application.
6. Check the app the Coffee and Cake menu

8.2 Taking an order and payment

1. On the ‘Sell’ screen, tap each item the customer wants to add it to the order.
2. If you make an error, tap the item again to remove it, or use the delete option.
3. When the order is complete, tap ‘Charge’ at the bottom right.
4. The card reader does NOT display the transaction amount, tell the customer the amount and then,
5. Ask the customer to tap, insert, or swipe their card on the reader.
6. Where a card PIN is required you will need to present the iPad to the customer to enable this.

8.3 Sending a receipt

1. Tap the menu button (top left of the Square screen).
2. Select ‘Transactions’.
3. Find the transaction by amount and last 4 digits of the card.
4. Tap the transaction and select ‘Send receipt’.
5. Enter the customer’s email address.

8.4 Refunds

1. Tap the menu button (top left) and select ‘Transactions’.
2. Find the transaction by amount and last 4 digits of the card.
3. Tap the transaction and select ‘Issue refund’.
4. Select the items to refund, then confirm.
5. Ask the customer to present their card to the reader to complete the refund.

8.5 Complimentary drinks for volunteers

1. From the Sell screen, select the drink.
2. Tap the discount button and enter 100%.
3. Complete the transaction as cash.
4. Note: the 100% discount applies to the entire cart — process complimentary drinks separately.

8.6 Troubleshooting

Problem	Check	Action
No connection to card reader	Card reader is powered on and has battery	Hold the side button to power on; plug in to charge if low.
Card reader not pairing	Bluetooth connection in Square app	In Square app: tap menu → Settings → Hardware → Card reader. Follow on-screen pairing steps.

Payment declined	Customer’s card / contactless limit	Ask customer to insert card and enter PIN rather than tapping.
App not loading	iPad connection / app update needed	Force-close the app and reopen. If still failing, contact the Food Safety Lead.

9. Glasswasher

Please only use the glasswasher for final hot rinse. Coffee and tea cups need to be washed by hand.

9.1 Setting up

1. Open the door and put the water plug in the base of the washing area, under the tray.
2. Replace the tray, close the door, and press the left-hand power button.
3. The machine will fill and heat the water — the heating light will glow.
4. When the water is hot, the orange light next to the right-hand button will go out. The machine is now ready to use.

9.2 Washing a load

1. Fill the glass/crockery tray and load into the machine.
2. Close the door.
3. Press and hold the right-hand button for 1–2 seconds to start the cycle.
4. The cycle takes approximately 3 minutes.
5. Items will be hot when the cycle finishes. Leave to air dry or dry with a clean towel before returning to the shelf.

9.3 End of session

1. Remove the water plug and rest it in the tray.
2. Close the door — the water will pump out automatically.
3. Check inside that it is empty.
4. Press the power switch and confirm the power light goes out.
5. Leave the door closed.

Any problems with the dishwasher — report using the BVH problem reporting form (link in Section 10) or ask the Food Safety Lead.

10. Key contacts and links

What	Link or contact
General enquiries	bookings@beechvillage.org.uk
Operations page (calendar, expenses)	beechvillage.org.uk/beech-coffee-and-cake-operations
Register as a volunteer	beechvillage.org.uk/volunteering
Report a problem at the hall	BVH problem reporting
FSA handwashing training	Watch on YouTube
FSA cleaning training	Watch on YouTube
FSA allergen guidance	food.gov.uk
Sage Oracle Touch guide	Watch on YouTube

Thank you for being part of Beech Coffee and Cake!

You make a real difference to our community.