

COFFEEHOUSE FIVE EMPLOYEE HANDBOOK



INTRODUCTION

Welcome to Coffeehouse Five and thanks for being part of our efforts to build a better community! Our hope is that the information below will help you have an enjoyable and rewarding experience during your time at the Coffeehouse.

This manual is divided into 3 primary sections: ***Employment Basics, About Coffeehouse Five*** and ***Coffeehouse Glossary***. You will be asked to acknowledge that you have reviewed this manual in its entirety before your first shift at the Coffeehouse.

Coffeehouse Five is a ***FOR-BENEFIT*** coffeehouse. Legally, we are organized as a church (a recognized 501(c)(3) non-profit organization), but we refer to ourselves as ***FOR-BENEFIT*** because, as opposed to for-profit companies that exist for the sake of generating a profit, we exist for the benefit of the community. All profits generated by the Coffeehouse are invested in our five initiatives for building a stronger community:

- **PREPARATION:** Free premarital counseling and an early marriage mentoring program
- **COUNSELING:** Free marriage counseling and coaching
- **RECOVERY:** Free addiction recovery programs
- **TRAINING:** Free training of couples to mentor other couples in developing stronger marriages and families
- **SUPPORT:** A portion of proceeds are used to pay for mental health services provided to our clients by other professionals.

In order to maximize the benefit we can provide to our community, we seek to be the best coffeehouse our customers have ever experienced. Therefore, how we go about the business of the coffeehouse is important. There are three core values that guide us in providing services and an environment

that exceeds the expectations of those who come to the Coffeehouse. They are:

- **KINDNESS**
- **PRODUCT QUALITY & CONSISTENCY**
- **CLEANLINESS**

You will find more information about how we implement these values in the ***About Coffeehouse Five*** section of this handbook.

The information contained in this document is in summary form and is intended to give you an overview of what is expected. Many items covered here will be covered in more detail during your training.

Again, thanks for being a part of Coffeehouse Five and our efforts to build a stronger community!

EMPLOYMENT BASICS

PAY/TIME REPORTING/SCHEDULES

You will receive an email from Gusto.com, our payroll processor, for basic onboarding. Retain your login information for Gusto. You can log in at any time and retrieve pay stubs, change withholding and download forms needed for tax preparation.

You will be paid twice a month, on the 15th and 30th (or the day closest to the 15th or 30th if they fall on a weekend or holiday) by direct deposit. We are closed on New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve and Christmas Day.

You will be given a 4-digit code to log in to the iPad Square POS system. This is also where you will clock in at the beginning of your shift and clock out at the end of your shift. You will be paid

on the basis of time clocked in, not your scheduled time, so be sure to clock in and out on time. If you do forget to clock in or clock out (it happens) please notify Brian via the Sling app to ensure your hours are correct.

Your schedule is posted online in the Sling app. You will receive a separate invitation to access Sling. You can access this through a web browser or through the iPhone or Android apps available for your smartphone. This app also contains our message board where we periodically post updates and important information. We try to have a schedule posted at least two weeks out, and often further out than that. If you want to trade shifts with another employee you must notify Michelle via the Sling app in advance of the shift. Other questions about the schedule may also be directed to Michelle via the Sling app.

TIPS

For each pay period, half of the tips received from our customers are placed into our Treatment Fund, which we use to pay for mental health services provided to our clients by other mental health professionals.

The remainder of tips received each pay period are distributed proportionately, based on hours worked, to eligible employees as part of their paycheck for the period. If eligible, you will find your tip amount for the period under the line item ***Paycheck Tips*** on your pay stub.

To be eligible for tip sharing, you must demonstrate proficiency, as determined by lead baristas, in all six of the following performance categories: Customer Service, Drink Prep, Shots & Steaming, Food Prep, Cleaning, and Teamwork & Attitude. You will be assessed in each of these areas by lead baristas after your initial three-week training period. If proficient in all categories, you will be eligible to begin sharing tips. If deficient

in any category, a manager will discuss steps necessary to attain proficiency, and you will be reviewed again within two weeks.

ATTENDANCE AND PUNCTUALITY

Arriving for work at the correct scheduled time is a primary responsibility of every employee. From time to time situations may arise when you know that you are going to be late for work. If this happens please notify your lead barista via the Sling app immediately. If you fail to show up for a scheduled shift with no notice it may lead to disciplinary action, up to and including termination.

Calling in sick for a shift is another situation that is unavoidable from time to time. As with being late, please notify your lead barista via the Sling app as soon as possible. Employees will be given a warning after two unexcused absences. If there is a third unexcused absence, the employee will be dismissed.

TIME OFF REQUESTS

All time off is unpaid.

After 60 days of employment you have 5 days of time-off annually.

After your first full calendar year of employment you have 10 days of time-off annually.

After 5 full calendar years of employment you have 15 days of time-off annually.

Available days are based on a calendar year and do not rollover from year to year.

For the initial year of employment, available days are as follows:
5 days if your 60 day eligibility date falls within the 1st quarter
4 days if your 60 day eligibility date falls within the 2nd quarter
3 days if your 60 day eligibility date falls within the 3rd quarter
2 days if your 60 day eligibility date falls within the 4th quarter

Submit time off requests through Sling. Approval of time off requests will be based on seniority if multiple employees request time off on the same date.

In addition to the these time-off days, you can also take additional time-off by arranging for another employee to take your scheduled shift. The replacement employee must be at your level (i.e. barista replaced by another barista, lead barista replaced by another lead barista) and the replacement is subject to managers approval.

Requests for partial days off (for instance, indicating availability on a specific date for only morning shifts) will be considered a request for time-off day.

PERFORMANCE STANDARDS

You should expect a review after your initial 3 week training period, then at 6 months followed by annually after that. We also encourage you to solicit performance feedback from your lead baristas and peers, if needed. You will be evaluated on, and expected to be proficient in, the following 6 performance categories:

CUSTOMER SERVICE: Greeting, interaction, awareness, use of names, answering questions.

DRINK PREP: Knowledge of drinks, marking cups, cold drinks, maintenance of pitchers.

SHOTS & STEAMING: Proper technique, consistency, efficiency, treatment of equipment.

FOOD PREP: Knowledge of recipes, consistency, appearance, efficiency and work under pressure.

CLEANING: Understanding of basic tasks, willingness to help, self-motivated, see what needs to be done.

TEAMWORK & ATTITUDE: Communicate with other staff, positive interactions, asking for help.

EMPLOYEE FOOD AND BEVERAGES

You are welcome to prepare drinks for yourself while on duty. In fact, we encourage you to sample as many items on our menu as possible (though not all at one time!) so that you can better suggest items to customers and practice your drink preparation skills. Just a couple of things to know about employee drinks and food. You are welcome to as much brewed coffee as you would like during your shift. You are also welcome to make yourself one specialty drink or smoothie or one food item during your shift, at no charge. If you are scheduled for a shift longer than six hours, you are entitled to a second free food or drink item. Any additional food or drink may be purchased at the employee discount and must be rung up by another staff member. Never ring your own purchases. Second please do not provide free food and beverages to family and friends during your shift. Believe us, you will be asked to do this. Finally, you may only eat food in the kitchen, or the back room if it is not opened to customers. Do not consume food behind the counter.

EMPLOYEE DISCOUNT

As an employee you are entitled to a discount on food, beverages and merchandise (in addition to the free food or beverage item while on shift). Food and beverage discount is 50%, including bulk coffee. You are entitled to this discount whether you are on shift or just visiting the coffeehouse when not on shift. However the discount is individual to each employee. Please do not purchase food and beverages for others using this discount. Merchandise discount is 25% on all Coffeehouse Fiveitems, except any that are on clearance. There

is no discount on merchandise from any of our local vendors. If stock is low employees must wait until sufficient stock is available to purchase at the discount.

PERSONAL APPEARANCE

At Coffeehouse Five every employee is very important to the overall quality of customer service and the store's ambiance and reputation. We encourage you to wear Coffeehouse Five gear occasionally, but also feel free to reflect your own personal style and preferences. Dress for comfort, but neatly, and understand that your appearance reflects on the image of Coffeehouse Five. The following specific guidance must be followed at all times:

- Fingernails must be clean, short to medium length, with no fake nails or nail polish of any kind (this includes gel or Shellac®) because it can chip off and fall into food or beverages.
- Jewelry is acceptable so long as it does not interfere with the functions or safety of the job.
- Hair must be kept clean and pulled back if lengthier than the jaw line. Touching or grooming hair while on the floor or back of house is prohibited.
- Hats are required to be worn at all times. You are welcome to wear your own hat, but we reserve the right to restrict certain items if we believe the images or logos on such items conflict with the values of Coffeehouse Five.
- Strongly scented fragrances (perfume, cologne, after shave, body oils & lotions) are not to be used out of respect for the aroma from the coffee and sensitivity to guest and coworker fragrance allergies.
- Closed-toed shoes with non-slip soles are strongly encouraged.

- Shirts and tops, if untucked, have to be long enough so your midsection doesn't show (even when you reach) and no longer than your back pockets. Logos and images on shirts and tops are acceptable, but we reserve the right to restrict certain items if we believe they conflict with the values of Coffeehouse Five.
- Top of pants, shorts and skirts must be at or above the waistline and the bottom no more than 4 inches above the knees.
- Tattoos are acceptable, but keep in mind that we want the customer to focus on you, not your body art. Tattoos should be treated the same as speech. You can't swear, make hateful comments or lewd jokes in the workplace and neither can your tattoos.

CELL PHONE USE

Texting or making calls during your shift is discouraged, except in the case of an emergency. Cell phones are to be left with your personal items in the designated area, and not in your pocket while on the clock. Any use of a cell phone during work hours must be in the back of the house, with approval from the lead barista on duty. There is absolutely no cell phone use while performing closing procedures, which is after 3 pm Monday through Saturday, and after 12 pm on Saturday in Greenwood. If we consider your cell phone use to be excessive, we may require that you not bring your cell phone into the coffeehouse.

SOCIALIZING

You are an ambassador of Coffeehouse Five, whether on duty or off. As an employee, your behavior is a reflection of the quality of the coffeehouse. When off duty be mindful that regular guests may recognize you. Please follow these etiquette tips while visiting the coffeehouse when off duty:

- Maintain appearance and conduct similar to the best of our typical guests.
- Do not interfere or conflict with the work habits of an on-duty employee. By doing so, you may compromise their job responsibilities or performance.
- Leave the coffeehouse when it closes or when all other guests leave.
- Defer to guests if the seating is limited.

When on-duty understand that some guests assume it is ok to engage in lengthy conversation with on-duty employees. Employees need to develop the ability to inoffensively break away from friendly or unfriendly guests who try to monopolize their time. Some employees feel it is acceptable for friends, boy/ girlfriends, and relatives to compromise employee work time. Spending too much time talking to or sitting down with friends while on duty is prohibited. Friends are not to sit at the bar area during your scheduled shift time. Friends should be the first to understand that you cannot engage in excessive or idle conversation and that you must stay focused on your job while working.

ABOUT COFFEEHOUSE FIVE

A FOR-BENEFIT COFFEEHOUSE & COUNSELING CENTER

The structure of Coffeehouse Five sometimes confuses our customers and you may get questions about it from time to time. Here's a description of Coffeehouse Five boiled down into a single sentence:

Coffeehouse Five operates a full-service coffeehouse which funds it's five initiatives for building a stronger community.

Our counseling is limited to marriage and addictions counseling. More information about our counseling services are available on the website, and appointments may be scheduled on the website as well. Please do not take names or numbers from those seeking counseling. Give them Brian's business card and direct them to the website.

OUR PRODUCTS

COFFEE

We roast our own coffee at our Franklin location on a daily basis. There are two primary things to know about our coffee roasting: where we get our beans and how we roast them.

Coffee does not grow in the United States. We import green coffee beans from the coffee growing regions of the world, which are generally between the Tropic of Cancer and the Tropic of Capricorn, where conditions are ideal for coffee cherries to grow. We have teamed up with some great importers and farmers to get the absolute best coffee that benefits everyone involved, from the farmer to the importer to our customers.

The coffees we source are, at a minimum, Fair Trade certified. The goal of Fair Trade is to create partnerships and terms of trade that will be financially and ethically beneficial to producers. In simpler terms, this means the beans we roast are bought at a fair price that allows the hardworking people growing the coffee to make a living off their wages.

Additionally, we will refer to some of the coffees we offer as “direct trade.” While there is no international certification for direct trade, as there is with Fair Trade, the general concept of direct trade is that our importers purchase beans directly from individual farmers. Fair Trade beans are typically purchased through coops, where several farmers deliver their beans which are then combined for sale, so there is no direct traceability of the bean back to a particular farm. With direct trade we are able to tell you the specific farmer who produced the beans. These beans are typically of the highest quality and the farmer ends up receiving a higher percentage of the price you pay for your coffee here in Greenwood.

Once the beans arrive at the coffeehouse in 50-65 pound bags and boxes, we then roast them on-demand in our roasting room. We use what is referred to as a fluid bed roaster, as opposed to a drum roaster used by most other coffee roasters. We believe there are some unique advantages to our fluid bed roasting process. The fluid bed roasting process, also known as hot air roasting, uses forced hot air to agitate and roast coffee beans. The perfectly controlled hot air flows over a tilted bed and circulates through the beans, roasting each bean evenly. This hot air reaches temperatures of between 450 and 485 degrees Fahrenheit.

We believe this method of roasting creates some of the best coffee you will ever taste for a few reasons. First, it has a unique method of removing the chaff that the coffee beans shed as they heat. This is important because coffee beans are so

absorbent if the chaff remained in the chamber during the roast, as it does in drum roasters, it would soak up some of that unwanted flavor.

Another reason is its efficiency in heat transference. Our machine can reach higher temperatures in half of the time of many drum roasters, which is absolutely essential to ensuring a smooth cup of coffee with the least amount of acidity possible. Before the roasting process can truly extract the essential flavors of a given coffee bean, the natural moisture needs to be extracted and the longer it takes to do this the more time it allows for acids to build up and block the real flavor of the bean and potentially cause stomach irritation. So by reaching a higher temperature faster we minimize acid buildup and truly showcase the natural flavors of the bean.

Just like corn here in Indiana, coffee is a seasonal crop so you may notice different coffees during different times of the year. This is because we are committed to providing the freshest and tastiest cup of coffee we can, and that means sometimes a certain type of bean just isn't in season.

We provide brief descriptions of each bean and blend on the bags. Our goal is to present highly accessible coffee through blends and single-origins (more information about these terms is in the *About Coffee* section of the handbook).

NITRO COFFEE

We use our freshly roasted Colombian single-origin coffee and brew it in cold water for 12 hours. It then goes into a standard keg and is attached to a nitrogen tap. The cold brewing method keeps acidity low and caffeine high. Serving it through the nitrogen tap, like a stout beer, creates a creamy, cascading coffee. The mixture of nitrogen gas and fresh roasted cold-brewed coffee delivers a creamy texture in the mouth, almost as if it already had cream. When served in-house we use a standard pilsner glass. We do sell it to go in a plastic cup, but

encourage customers to drink it without a straw in order to get the full mouth feel of the creamy texture. Customers often ask about the caffeine content in fear that Nitro Coffee is extra caffeinated. In reality it isn't although many people do drink it faster than they would cold coffee and experience the effects faster.

OUR PASTRIES AND FOOD

You will need to know general information about each of our baked goods, including seasonals. All are baked daily at our Franklin location.

Blueberry Muffins- More than a typical blueberry muffin, ours are incredibly moist and rich, with a “secret” ingredient.

Cinnamon Crunch Muffin- With two types of crunch topping, these are like the best coffee cake made portable.

Blueberry Power Bars- Completely Gluten Free and Vegan, these include Vegan protein powder in the base and no added sugar so they are the perfect healthy treat.

Peanut Butter Scones- Dense, cookie-like and packed with peanut butter and chocolate.

Banana and Banana Nut Bread- Perfectly moist and filling, amazing with a black cup of coffee.

Brown Butter Cookies- A soft, cakey spice cookie topped with rich browned butter icing, incredibly addicting.

Chocolate Chip Cookies- Packed with chocolate chips and gooey like a good cookie should be – and another “secret” ingredient.

Croissants- Used in our breakfast sandwiches at Greenwood, these are buttery and flaky.

Parmesan-Chive Biscuit – Used in our breakfast sandwiches and our biscuit & sausage gravy, these were created by Amanda Peters (Brian & Michelle’s daughter) when she was in 4-H. They won Grand Champion that year!

Seasonal pastries and cookies

We have a limited sandwich menu, focused on gourmet grilled cheese options. These change periodically so be sure to try them out and make recommendations to customers.

OUR VALUES

In serving our community we are guided by three values: Kindness, Quality & Consistency and Cleanliness. Please review expectations regarding these values below.

Kindness

1. Greet customers: Look directly at customers when they enter and greet them, even when you are making a drink for another customer. If you're not sure what to say, try something like, "Hello, welcome to Coffeehouse Five." If you are the only barista on the floor acknowledge the customer by saying "I will be right with you." Do not try to take their order while making another customer's drink. Each customer should feel their order is important start to finish. Many customers may be new to the Coffeehouse and so will take time to review the menu. It's always good to offer to answer questions about the menu or make a suggestion, like your favorite drink, or ask if they're interested in something hot or cold, then make a suggestion. If a customer asks for a recommendation or say "surprise me" ask questions like "do you like black coffee" or "do you prefer something sweet" Try to engage them in the process of making the choice. You can even ask "what do you normally drink at Starbucks" which often helps them describe a drink.

2. Register: One person needs to be at the register drawer at all times. If friends come in to chat, please ask them not to congregate around the register. Having conversations with friends around the register creates a barrier to new people as they feel uncomfortable "intruding" in your conversation. Of course it's not an intrusion, but they feel that way if you're engaged with your friends.

3. Taking orders: Once the order has been taken, take the customers selected form of payment, process it in the POS, then provide the customer an opportunity to add a tip to a credit card purchase, and to enter their phone number for our loyalty purchase. Every purchase over \$4 entitles the customer to a

star, and after 5 stars they receive a 15% discount on up to \$10 of food and beverage at their next purchase. The discount may not be used for merchandise or bulk coffee. The stars are tracked by the customer's phone number, which they need to enter at the time of check out. Once they enter a phone number connected to a credit card Square stores that information and it will automatically populate when they use the credit card again. Customers may link multiple credit cards with their phone number. **Many vendors use Square. A brand new customer can make a purchase and their phone number will automatically populate because they've used the card to make a previous purchase at another store that also uses Square. It is important to know this so that you can let the customer know Square NOT Coffeehouse Five stores their information.

4. We have a couple of policies that provide an opportunity to communicate the character of Coffeehouse Five. First, posted on our front door is a sign that says No Outside Food or Beverage Allowed. Some people ignore or don't see this sign. If you see this happen, approach the individual and very kindly say, "I'm very sorry, but we don't allow outside food or beverage in the coffeehouse." If this causes difficulty, get a lead barista involved. Second, we provide free internet access to paying customers. We change the free wifi network (Coffeehouse Five Guest) password weekly, and the password is posted on the whiteboard. If someone asks for the password, but hasn't purchased anything, simply say, "We provide the password with purchases. Is there something I can get for you?" Your ability to handle these challenging situations in a kind and non-threatening way will go a long way towards creating a positive and kind atmosphere in the coffeehouse.

Quality & Consistency

1. We serve only coffees we roast in-house on an as needed basis for the highest possible freshness. We grind coffee only on demand (when we need to brew a pot) and each of our pots holds 10 to 12 cups of coffee. We can also sell bulk coffee, either whole bean or ground to the customers' specification.

2. As noted above, all of our food items are prepared on site with our own recipes.
3. When making an espresso drink always pull a fresh shot and use it within 45 seconds. Shots that sit in the portafilter or pulled in the shot glass will go sour and the drink will be terrible.
4. Follow the Recipe: Since we have many employees in multiple locations, a repeat customer who orders the same drink multiple times is likely to have that drink made by a variety of individuals. It is of vital importance to make sure all food and drink be provided to the customer the same way every time. Our way of doing this is through use of our recipe book. The recipes for drinks are available on the laminated sheet which lives on top of the undercounter refrigerator. USE THEM! We have reviewed, refined and modified these recipes to make sure the instructions are clear and specific. As you begin filling orders, take time to find the item in the recipe book and follow it precisely. Instructions for food items are located next to the grills.
5. Steaming Milk: You will be trained on the proper way to steam milk. It is important that you check the temperature of your steaming daily to make sure you are not scalding the milk, or serving it too cold. Thermometers are located beside the espresso machine. Milk alternatives such as Almond or Coconut milk steam differently than traditional milk and are more easily scalded or burnt. Make it a practice to use the thermometer frequently to check for precise temperature.
6. Sometimes customers will ask for a drink that is not on our menu and sometimes those items are nonsense (“Iced Cappuccino”). If you do not know how to make a drink, politely ask the customer to wait and ask a lead barista for assistance. If no one is available apologize to the customer and offer to make something similar. There are drinks at the big chain stores that we cannot/will not duplicate.
7. Taking Special Orders: Our system prints a kitchen ticket with every order which contains details of the order. The ticket comes up on the screen above the drink preparation station and sandwich orders are displayed on the tablet in the kitchen. It is

important to enter all special details when taking the order in the notes section so that co-employees can prepare orders without asking any questions (everything, including notes, prints on the order ticket). And be sure to indicate whether the order is to stay or to go. This is simply a button at the top of the screen that toggles between **For Here** and **To Go**. Don't rush, but provide orders to customers as efficiently as possible.

Cleanliness

1. WASH HANDS FREQUENTLY – Use only hand washing sink in kitchen. NEVER dry your hands with a rag or towel. Always use the hand towels provided above the sink.
2. Awareness: Maintaining the highest level of cleanliness at all times is vital to creation of a relaxing and comfortable environment that exceeds customer's expectations. Whenever not otherwise engaged, look around behind the counter – are there dishes that need to be cleaned and replaced, counter need to be wiped down, machines wiped off? Look in the customer area – do tables need to be wiped off, chairs need to be wiped off, items need to be placed in the trash, floor need to be swept? Then check our cleaning tasks list, which contains tasks that need to be completed on a weekly or monthly basis.
3. If you get it out, put it away: Simple motto. Not always simple in execution, because we get busy and forget. But do your best to pay attention to this one. For example, always put the lid back on the milk carton and return it to the refrigerator, always clear the shot before moving on to any other tasks, always close the ice bin.
4. Tables/chairs: Tables and chairs in the customer area may be cleaned with the spray bottle labeled “Sanitizer”. Two of these are to be kept in the kitchen at all times. Place used towels in the laundry basket in back.
5. Drink making cleanup: If preparing drinks, clean all utensils and containers after each preparation. Blender pitchers and steaming pitchers are to be rinsed after each use. Blender jugs should always be placed upright, never turn them upside down

to dry. Other utensils may be placed in to be cleaned area of sink in kitchen. **Peanut butter utensils must never be rinsed/stored with other items. Rinse the blender and blender lid in the sink but NEVER on the sprayer.

6. Kitchen: ALWAYS wash hands then put on food prep gloves before performing any food preparation task in the kitchen.

7. Dish Washing: All dirty dishes are placed on right drain board of three part sink. As necessary and time is available, wash dishes. You will be trained on how to fill sinks prior to use. Wash dishes, place in rinsing compartment. Then place in sanitizing compartment for 10 to 15 seconds. Then place on drain board or shelf to air dry. Never hand dry dishes. Always wait to make sure dishes are completely dry before putting them away.

If you are helping open or close, refer to our opening and closing checklists for tasks that need to be completed each day. There is also a list of tasks that can be completed when business is slow. Please refer to this list if you have down-time.

COFFEEHOUSE GLOSSARY

You will discover that we have our own “language” at the coffeehouse – coffee language. This section is intended to familiarize you with many of the terms we throw around every day. If there are other terms you hear us use that are not listed, just ask us what they mean.

ACIDITY

A tasting term used to describe the result of naturally occurring flavor acids in coffee - is a flavor attribute that lends brightness and liveliness to the cup.

AFFOGATO

Ice cream (traditionally vanilla) “drowned” with a shot of espresso.

AFTERTASTE

A residual olfactory/taste sensation that remains in the mouth after swallowing brewed coffee.

AIRPOT

Insulated container from which coffee is dispensed.

AMERICANO

A shot of espresso diluted with hot water.

AROMA

A sensation produced after inhaling the gases released by freshly brewed coffee.

BALANCE

A pleasing combination of primary taste sensations.

BARISTA

The person who prepares coffee at a coffee bar.

BEAN

More accurately, the coffee seed, or endosperm, found at the center of the coffee cherry or fruit.

BLEND

A mixture of two or more coffees and/or roast profiles. A blend can either be a pre-roast or post-roast blend. In a pre-roast blend the different coffees are combined before roasting, and roasting together. In a post-roast blend, the coffees are roasted separately, often to different roast levels, and then combined after roasting. Our espresso is a post-roast blend, while our House and Timequake are pre-roast blends.

BLOOM

The interaction between hot water and freshly ground coffee will cause the coffee grounds to release carbon dioxide gas trapped inside the bean during the roasting process that appears as large “bubbles” on the surface. Freshly roasted coffee will release more gas and consequently have a larger bloom than roasted coffee that has been sitting for some time.

BREVE

Considered to be an “American” version of the latte, containing espresso and steamed half-and-half rather than milk.

BRIGHTNESS

Brightness is used to describe the level of acidity in coffee. Generally described in terms of fruit tones.

CAFFEINE

A mild psychoactive drug that makes the world go round.

CAFÉ AU LAIT

A combination of brewed coffee and steamed milk, typically in a 1:1 ratio.

CAFÉ MIEL

A combination of espresso, steamed milk, honey and cinnamon. The name comes from the Spanish word for honey – miel.

CAPPUCCINO

An espresso shot combined with foamed steamed milk. Five to seven ounces total.

CHAFF

Chaff is the silverskin that comes off coffee beans during the roasting process.

CHEMEX

The classic hourglass-shaped filter coffee brewer. Chemex filters are denser than other paper filters, and many believe that this creates a sweeter, well-balanced cup of coffee. We do not currently use the Chemex brewing method.

COFFEE BELT

Almost all the coffee produced in the world is grown in the Coffee Belt—a horizontal strip of land between the Tropics of Cancer and Capricorn. Located between 25°N and 30°S, the Coffee Belt surrounds the Equator, passing through Central and South America, Asia, and Africa. The birthplace of coffee, Ethiopia, is located right above the Equator, so it's no surprise that its most famous export needs similar conditions to flourish. Stretching from Mexico to Brazil (Central & South America), Yemen to Zimbabwe (Africa), and India to Papua New Guinea (Asia), the belt passes through countries with lush, tropical climates.

COLD BREW COFFEE

Coffee grounds are steeped in cold water for about 12 hours, then strained to make a concentrate that's used for iced coffee and can be cut with milk or water. The cold brew process creates a less acidic coffee. We make our cold brew in house. We also use the cold brew in our nitro coffee.

CORTADO

Equal parts espresso and lightly steamed milk.

CREMA

Thick, caramel-colored emulsified oils that sit on top of an espresso.

CUPPING

Tasting method used by coffee professionals. Coarsely ground coffee is steeped with hot water in shallow bowls, then slurped from flat spoons.

DARK ROAST

Coffee beans roasted until they exude oils. The style has fallen out of favor among many artisanal roasters who think it overwhelms certain flavors. However, many consumers still love this type of roast as their primary daily coffee.

DECAFFEINATED

Coffee that has had the majority of its caffeine removed. Studies have shown that 2 - 12 milligrams of caffeine remain in the average 8 ounce cup of decaffeinated coffee. (Prior to decaffeination, an average cup holds 95 - 200 mg of caffeine.)

DIRECT TRADE

When coffee roasters buy directly from farms rather than from brokers. Proponents say it increases coffee quality and gives farmers more power.

DRIP COFFEE

Coffee made with a filter, a press pot, a percolator or a countertop coffee maker. Flavor is extracted by contact with water not under pressure. This is the method used for our daily brew coffee.

DRY PROCESS

Also referred to as "natural process." Indicates coffee was dried with the cherry left on the seed.

ESPRESSO

Concentrated coffee made when hot water is forced at pressure through fine coffee grounds. Usually slightly less than 2 ounces total. Baristas prefer 8 to 10 bars of pressure and 15 to 25 grams of coffee.

EXTRACTION

Drawing flavor from coffee grounds through a brewing process. Coffee can be underextracted and taste sour or overextracted and taste bitter.

FAIR TRADE

A private program that certifies that farmers or coffee growers are paid a minimum price for coffee.

FLAT WHITE

Espresso with flat, steamed milk, about 5 to 7 ounces.

FRAGRANCE

Something we're not allowed to wear at work.

FRENCH PRESS

Coffee made by steeping grounds with hot water in a vessel with a plunger and metal filter that pushes the grounds to the bottom. Often used in coffee bars for limited-edition coffees. Also called a press pot.

GREEN BEANS

Unroasted coffee beans. Ask to see some in our Franklin roasting room. You will notice that unroasted beans are much smaller than roasted beans, and have a slightly green tint – thus the name.

IMPORTER

The entity responsible for sourcing, quality-assurance, logistics, insurance and financing for the import of coffee. As coffee is not grown in the United States we rely on importers to secure the beans we roast.

KALDI

Kaldi was a legendary goatherder from Ethiopia who was thought to have discovered coffee when he noticed that his goats would become agitated and jumpy after eating berries from coffee shrubs.

LATTE

Espresso with steamed milk, 8 ounces or more total.

LATTE ART

The pattern formed by rhythmically pouring steamed milk into an espresso drink. Decorative and demonstrative; only properly steamed milk will hold a form.

MACCHIATO

There is some confusion as to the meaning of this term because of the way that Starbucks began to employ it. The traditional Macchiato is Espresso topped (“marked”) with a dab of foamed steamed milk, about 2 to 3 ounces total. Starbucks, with their Caramel Macchiato (which we also sell) used the term to refer to steamed milk topped (“marked”) with espresso and caramel drizzle.

MICRO-LOT

Coffee from a single farm, or a specific part of that farm.

MOCHA

Espresso mixed with chocolate syrup and steamed milk.

NATURAL

A processing method that involves letting the coffee seed ferment inside the cherry before dry milling. Also called "dry" or "unwashed" process.

ORGANIC

Coffee can be called organic if it is certified to have grown on soil that had no prohibited substances applied for three years prior to harvest. Prohibited substances include most synthetic fertilizers and pesticides. This certification is difficult and expensive to obtain, so many coffee farmers from whom we obtain beans using organic methods on their farms, but haven't received the certification.

PORTAFILTER

The filter basket and handle on an espresso machine.

POUR-OVER COFFEE

A method of drip coffee developed in Japan in which the water is poured in a thin, steady, slow stream over a filter cone. One cup of coffee takes as long as three minutes to brew. We use the V60 Pourover method (see below).

PUCK

Spent coffee from a portafilter.

PULL

Espresso shots are "pulled." The term is a holdover from when machines were lever operated.

REDEYE

A cup of brewed coffee topped off with a shot of espresso.

RISTRETTO

Espresso pulled short — with less water — for a smaller, more concentrated drink. (we are not able to do this with our machine)

ROAST

Unpalatable green beans are heated to create complex flavors that are extracted during brewing. We roast all of our beans on-site. Our roasting process is described in more detail above. In general we describe beans as light-roast, medium-roast or dark-roast to distinguish how long the beans are heated in the roasting process. Light roast beans will be medium-brown to caramel colored and, while medium roasts will have a somewhat darker shade of brown. Dark roasts will be dark brown with some oils appearing on the surface of the bean. In dark roasts the smoky flavor of the roasting process itself often predominates over the flavor of the bean.

SEASONAL COFFEE

Coffee beans ripen at different times of the year in different regions, and can appear in markets and coffee bars for limited times.

SINGLE ORIGIN

Coffee from a particular region, farm or area within a farm.

SWISS WATER PROCESS

A non-toxic/non-chemical decaffeination process that uses carbon filters and water to remove 99.9% of caffeine from unroasted coffee.

UNDERTOW

A layered drink featuring a combination of syrup (typically vanilla), 2 oz. cold milk, and a double shot espresso. The vanilla and milk are added to the cup, then the espresso shots are added by being poured over the bottom side of a spoon so that the espresso remains on top of the drink, rather than mixing in from the force of the pour.

VARIETAL

Often used interchangeably with cultivar. A cultivated variety of coffee produced by horticultural or agricultural techniques. Common arabic examples include Bourbon, Catuai, Caturra, Catimor, Typica, and Geisha.

V60 POUROVER COFFEE

This is the pourover method we use in the coffeehouse. Drip coffee made with a ceramic, glass or plastic cone with ridges lined with a paper filter. Sometimes referred to as a Hario for the company that originally came up with the design. Favored by professionals because it gives them control over water temperature and brewing time as water is poured over the grounds by hand. This coffee is sediment free, though some believe the filters add unwanted flavor.

WASHED

Method of processing harvested beans where the coffee beans are depulped and fermented, rather than being allowed to dry in the sun without depulping (the dry or natural process).

YIRGACHEFFE

(also spelled Yirgachefe, Yergacheffe, or Yerga Chefe) is a micro-region within the much larger region of Sidama (or Sidomo) in southern Ethiopia. It is widely considered the birthplace of coffee. Ethiopian Yirgacheffe has a light to medium body (although they can be full body as well) with a more floral palate than south and central American coffees.

EMPLOYEE HANDBOOK & AT-WILL EMPLOYEE STATUS ACKNOWLEDGEMENT

I acknowledge receipt of a copy of the Coffeehouse Five Employee Handbook. I have read the Handbook and agree to abide by the Company's policies and procedures, including, but not limited to, the time-off policy and the dress code. I also understand and agree that:

- Additional information, policies and changes may be implemented from time to time by Coffeehouse Five
- The Employee Handbook is not an employment agreement nor is it a guarantee of employment.
- I am an "at will" employee, which means either I or Coffeehouse Five may terminate the employment relationship at any time, for any reason or for no reason.
- My status as an at will employee can only be changed through a written agreement duly authorized and executed by the Owner(s) of Coffeehouse Five and myself.
- There have been no statements, agreements, promises, representations or understandings made by any officer, employee or agent of Coffeehouse Five inconsistent with this Acknowledgement form.

Signature of Employee:

Printed Name of Employee:

Date:
