

Iced Coffee course Overview

Course Description:

The Iced Coffee course covers everything you need to know about brewing and assembling delicious, refreshing Dunkin' Donuts® Iced Coffee.

Estimated time
15
minutes
to complete course

What You Will Learn:

Product Knowledge: You will learn why Dunkin' Donuts Iced Coffee is full of flavor and never watered down, as well as the available sizes and flavors of Iced Coffee.

Product Preparation: Here you will learn about preparing the Iced Coffee reservoir, as well as grinding, double brewing, assembling, and serving Iced Coffee.



Equipment Selection:

Before you begin the course, you need to know what equipment is used in your restaurant to prepare Iced Coffee. Check off what your restaurant has:

Grinder: BUNN G9 BUNN G9-2 BUNN Multi Hopper

Iced Coffee Brewer: BUNN IC3

Carafe Brewer for Iced Coffee: BUNN CDBC BUNN CWT BUNN Axiom CURTIS Alpha

Flavor: SureShot Flavor Taylor Flavor

Sugar: SureShot Sugar

Dairy: SureShot AC 320 SureShot AC320 FIP
 Taylor Dairy



Next Steps:

After completing this course, you will have the opportunity to practice with a trainer, review key points, and complete the performance check.



ONE CLEAR PATH

Iced Coffee Practice

Name _____ (Trainee)

Product Knowledge:

- What** is a pre pack?
- How** do you describe the flavor of Dunkin' Donuts® Iced Coffee?
- What** does double brewed mean?
- What** are the sizes of Dunkin' Donuts Iced Coffee?
- What** flavors are available for Dunkin' Donuts Iced Coffee?

Product Preparation:

Brew

The following types of iced coffee batches:

- Use the appropriate number of pre packs for the batch size being brewed.
 - Prepare the Iced Coffee reservoir for brewing.
 - Maintain shelf life standards for reservoir liner.
- { OR }**
- Full batch (Original Blend and DUNKIN' DECAF) for IC3 brewing.
 - Half batch (Original Blend and DUNKIN' DECAF) for IC3 brewing.
 - Original Blend and DUNKIN' DECAF for carafe brewing.
 - Maintain shelf life standards of brewed Iced Coffee batches.

Assemble

The following types of iced coffee orders (including marking the cups):

- Black
- Regional definition of "regular"
- Standard amounts of dairy
- Standard amounts of sugar
- Extra amounts of dairy
- Extra amounts of sugar
- Flavor added
- Combination of flavor added
- Flavor, sugar, and dairy
- Flavor, sugar, and no dairy
- Flavor, no sugar, and dairy

Trainer _____

Date _____



Iced Coffee Review Guide

Double Brewed

Double brewing uses twice the amount of ground coffee to compensate for the ice. This makes Dunkin' Donuts® Iced Coffee full of flavor and **never watered down.**



Conduct your own taste test!

Try hot coffee poured over ice and then try our specially brewed Iced Coffee. The double-brewed Iced Coffee has a much smoother, richer taste that is never bitter or watered down.



Preparing the Reservoir Tips:

- When handling the liner, you must wear single-use gloves. **Do not** insert your hand into the liner for any reason.
- Ensure the spigot is in the closed position, which is turned all the way to the left.

The Iced Coffee reservoir liner must be changed every 24 hours.

The hold time of brewed Iced Coffee is 8 hours.



Brewing Tips:

Brewing by IC3 brewer:

- Use one pre pack for a half batch and two pre packs for a full batch.
- Add four quarts of ice for a half batch and eight quarts of ice for a full batch.
- Add 64 ounces of water for a half batch and 128 ounces of water for a full batch.

Brewing by carafe:

- Grind twice as much coffee in each brew basket.
- Brew two carafes of double-brewed coffee for one batch.
- Add four quarts of ice to the reservoir.
- **Do not** dispense any iced coffee while it is brewing.
- Once brewed, **stirring the iced coffee four times** ensures Dunkin' Donuts Iced Coffee is adequately blended so each drink has the same strength and consistency.



Assembling Tips:

- Never place your fingers inside a cup.
- Always add the ice first when assembling Iced Coffee. Adding any ingredients before the ice will trap them underneath and will prevent them from mixing properly.
- Fill the cup 2/3 with ice. Iced lattes are the only iced beverages that should be filled to the rim with ice.
- Granulated sugar is the standard sweetener for Dunkin' Donuts Iced Coffee.
- If your guest requests melted sugar, suggest the liquid cane sugar.
- When dispensing flavor or liquid cane sugar, don't forget to use the Iced Coffee button to deliver the correct portion size.

Assembling Iced Coffee:

1
Select &
Mark
Cup

2
Fill Cup
2/3 with
Ice

3
Flavor

4
Sugar
or
Sugar Substitute

5
Dairy

6
Iced
Coffee

7
Lid,
Gently Shake
& Serve

Marking Cups:

- Iced Beverages are marked using the same standardized Dunkin' Donuts system for cup marking;

Cup Marking Abbreviations			
Flavor Shot		Syrup Flavors	
FV French Vanilla	CI Cinnamon	MS Mocha Swirl	CS Caramel Swirl
HZ Hazelnut	BL Blueberry	(Place Seasonal Sticker Here)	
CA Caramel	RA Raspberry		
CO Coconut	PE Peach		
AL Almond			
Coolatta Flavors			
CF Coffee	TR Tropicana		
ST Strawberry	VB Vanilla Bean		
Specialty Beverages			
HC Hot Chocolate			
DK Dunkaccino			
VC Vanilla Chai			
WC White Hot Chocolate			



Iced Coffee Sizes:



Coffee
Xpert!

Notes: _____

Iced Coffee Performance Check

Name _____ (Trainee)



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