

ESPRESSO BASED BEVERAGES



Our espresso beans are held to our quality standards and selected from the finest, high-quality Arabica beans. Freshly ground and brewed when you order, our espresso is just what you need to perk up and get ready for the day.

LEARN IT

- **Review** the following job aids which can be found on Ops Source and/or Box
 - Espresso and Coffee Stations
 - Espresso, Cappuccino, Flavored Cappuccino, Hot or Iced Latte, Hot or Iced Latte Lite, and Hot or Iced Flavored Latte
- **Other** related job aids/manuals to review include
 - Cup Marking
 - Sugar dispenser/sugar bowl
 - Dairy dispenser
 - Dunkin' Donuts International Service Guide
- If **Dunkin' Brands University** is available, complete the Espresso Based Beverages course

SEE IT

Your trainer will explain the information and demonstrate the tasks in this section.

- **Process** to set up the espresso station with all supplies needed to make and serve espresso based beverages
- Process to make an **Espresso Shot**
 - Cup and lid sizes
 - Cup marking procedures
 - Operation of the espresso machine
 - How to appropriately describe to guests
- Process to make a **Cappuccino**
 - Cup and lid sizes
 - Cup marking procedures
 - Operation of milk and espresso machine
 - Difference in milk amounts compared to lattes
 - How to appropriately describe to guests
 - The purge/sanitize/rinse cleaning process for the espresso machine
- Process to make a **Flavored Cappuccino**
 - Cup and lid sizes
 - Cup marking procedures
 - Portioning of syrup
 - Operation of dairy and espresso machines
 - How to appropriately describe to guests
 - The purge/sanitize/rinse cleaning process for the espresso machine
- Process to make a **Hot Latte**
 - Cup and lid sizes
 - Cup marking procedures
 - Operation of the dairy and espresso machines
 - How to appropriately describe a Hot Latte to guests
 - The purge/sanitize/rinse cleaning process for the espresso machine
- Process to make an **Iced Latte**
 - Cup and lid sizes
 - Cup marking procedures
 - Ice and sugar portioning
 - Operation of the espresso and dairy dispenser
 - How to appropriately describe to guests
 - The purge/sanitize/rinse cleaning process for the espresso machine
- Process to make a **Hot Latte Lite**
 - Cup and lid sizes
 - Cup marking procedures
 - Importance of using sugar substitute and skim milk
 - How to appropriately describe a Hot Latte Lite to guests
 - The purge/sanitize/rinse cleaning process for the espresso machine

ESPRESSO BASED BEVERAGES

SEE IT

(cont'd.)

- Process to make an **Iced Latte Lite**
 - Cup and lid sizes
 - Cup marking procedures
 - Ice portioning
 - Importance of using sugar substitute and skim milk
 - Operation of the espresso and dairy dispenser
 - How to appropriately describe to guests
 - The purge/sanitize/rinse cleaning process for the espresso machine
- Process to make a **Hot Flavored Latte**
 - Cup and lid sizes
 - Cup marking procedures
 - Operation and portioning of syrup
 - Flavored syrup varieties
 - How to mix two flavors of syrup
 - Importance of stirring, rinsing and placing the mixing spoon in the steaming pitcher
 - How to appropriately describe to guests
 - The purge/sanitize/rinse cleaning process for the espresso machine
- Process to make an **Iced Flavored Latte**
 - Cup and lid sizes
 - Cup marking procedures
 - Ice and syrup portioning
 - Operation of the espresso and dairy dispenser
 - Importance of stirring and rinsing the mixing spoon, and placing in the steaming pitcher
 - Cleaning process of the stirring spoon
 - Differences between dome and flat lids, based on order
 - The purge/sanitize/rinse cleaning process for the espresso machine
- **Where to** hand off espresso based beverages
- **Shelf-life** procedures of all related ingredients
- **Ongoing cleaning**, restocking and breakdown procedures of the espresso based beverages station
- **Primary and secondary** responsibilities of Front Counter Expediter and/or Drive-thru Expediter positions

DO IT

Learners will perform the tasks in this section.

- **Make** the following orders
 - Single Espresso Shot
 - Double Espresso Shot
 - Small Cappuccino
 - Medium Flavored Cappuccino
 - Small Hot Latte
 - Small Hot Flavored Latte
 - Small Iced Flavored Latte
 - Medium Decaf Iced Latte
 - Large Iced Latte Lite
- **Practice** cleaning of smallwares
- **Practice** break down and cleaning procedures for the espresso machine
- **Practice** restocking of espresso station
- **Practice** primary and secondary responsibilities of Front Counter Expediter and/or Drive-thru Expediter positions



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CHECK IT

Trainers can use this list to verify what the crew member has learned.

- Marks** cups based on order
- Assembles** all varieties of hot lattes
- Assembles** all varieties of iced lattes
- Assembles** all varieties of Cappuccino
- Stirs** when appropriate
- Rinses** and stores spoons and pitchers
- Executes** cleaning procedure after each use
- Meets** service time goals
- Maintains** a clean and stocked station
- Demonstrates** primary and secondary responsibilities of Front Counter Expediter and/or Drive-thru Expediter positions

