



Trees Organic
COFFEE & ROASTING HOUSE

Operations Manual

Serving Guidelines

The following Serving Guideline is to ensure consistency of products throughout the Trees Organic system. Care must be taken to ensure the finished product is going to have the same flavour profile, consistency, serving temperature, and appearance each and every time.

DRIP COFFEE

- Grind:** Coffee must be ground to a medium-fine sized granule.
- Throw Weight:** Depending on the type of brewing equipment, the throw weight will vary. Exact throw weight can be determined using this formula:
45 grams of coffee grinds per litre of water in a brew cycle for medium roast.
50 grams of coffee grinds per litre of water in a brew cycle for dark roast.
- Brew Temperature:** Brewing equipment must be calibrated to dispense water through the grinds at a minimum 190 degrees Fahrenheit, or 90 degrees Celsius.
- Holding Temperature:** Brewed coffee must be held at a minimum of 175 degrees Fahrenheit, or 80 degrees Celsius.
- Holding Time:** Coffee can be held for a maximum of 30 minutes in any carafe with an external heating source, or maximum two hours in any carafe without an external heating source.
- Serving Portions:** Coffee must be available in three sizes: Tall (12 ounces), Grande (16 ounces), and Trees (20 ounces). Ceramic mugs must be used for inside service; paper cups must be available for take-out service.

Condiments:

The following list of coffee additives must be available for self service:

- 10% Cream (½ & ½)
- Skim Milk
- Whole Milk
- Soy Milk
- White Granulated Sugar
- Plantation (raw) Sugar
- Pure Liquid Honey
- Artificial Sweetener
- Liquid Sweetener

ESPRESSO

Espresso is the result of hot water being forced through finely ground coffee under high pressure, causing almost instantaneous contact with each grain. The essence of the coffee is extracted very quickly. Prolonged contact between water and coffee by extending the brewing time draws out unpleasant bitter chemicals and destroys the flavour and aroma.

- Grind: Mexican coffee beans are to be used for all espresso beverages. Grind must be very fine.
- Throw Weight: 85 grams (3 oz) of coffee grinds for a double shot.
- Temperature: Espresso equipment must be calibrated to dispense water through the grinds at a minimum 195 degrees Fahrenheit, or 90 degrees Celsius.
- Brew Time: 2 ounces of espresso should be extracted in 20 - 25 seconds.
- Holding Time: Espresso must be made to order and used immediately.
- Shot Portion: A single shot is 1 ounce, a double shot is 2 ounces. All espresso beverages are based on a double shot as a standard portion.

Espresso is the base for the following hot beverages:

- Latte
- Cappuccino
- Mocha
- Café Americano
- Espresso Macchiato
- Espresso Con Panna
- Rocket

Decaffeinated Espresso:

The same portion and brewing standards apply to decaffeinated espresso, with the exception being the use of Swiss Water Decaf coffee beans.

Beverage Portion Guide

	TALL	GRANDE	TREES
LATTE	2 shots espresso	2 shots espresso	3 shots espresso
CAPPUCCINO	2 shots espresso	2 shots espresso	3 shots espresso
MOCHA	2 shots espresso + 1 pump chocolate sauce	2 shots espresso + 1.5 pumps chocolate sauce	3 shots espresso + 2 pumps chocolate sauce
HOT CHOCOLATE	1 pump chocolate sauce + steamed milk + whip	1.5 pumps chocolate sauce	2 pumps chocolate sauce
CHAI LATTE	1/3 Chai concentrate & 2/3 Milk	1/3 Chai concentrate & 2/3 Milk	1/3 Chai concentrate & 2/3 Milk
AMERICANO	1 shot Espresso + hot water	2 shots Espresso + hot water	3 shots espresso + hot water
CAPPUCHILLO	1 1/2 shots espresso + 1/2 pump chocolate + 1 teaspoon of brown sugar	2 shots espresso + 1 pump chocolate + teaspoon of brown sugar	
STEAM MILK + ALL COFFEE W/FLAVOUR	2 flavour shots	3 flavour shots	4 flavour shots
APPLE CIDER	1.5 pumps cider concentrate + cinnamon stick + hot water	2 pumps cider concentrate + cinnamon stick + hot water	2.5 pumps cider concentrate + cinnamon stick + hot water
ROCKET	Dark roast drip coffee + 1 shot espresso	Dark roast drip coffee + 2 shots espresso	Dark roast drip coffee + 3 shots espresso
ITALIAN SODA (one size only)	4 shots flavour + club soda + ice + whip (optional)		
LONDON FOG	2 vanilla shots + ½ steamed milk + ½ hot water + earl grey tea	3 vanilla shots + ½ steamed milk + ½ hot water + earl grey tea	4 vanilla shots + ½ steamed milk + ½ hot water + earl grey tea
ESPRESSO MACCHIATO	Long Espresso + milk foam		
ESPRESSO CON PANNA	Long Espresso + whip cream		
ICED LATTE, MOCHA, CHOCOLATE CHILLO	Espresso + ½ cup ice + cold milk	Espresso + ½ cup ice + cold milk	Espresso + ½ cup ice + cold milk
ICED COFFEE	full cup of ice, coffee of the day (drip)	full cup of ice, coffee of the day (drip)	full cup of ice, coffee of the day (drip)
ICED AMERICANO	half ice, topped w/water		

- ❖ **Chocolate & Caramel syrup is 2 tablespoons per shot.**
- ❖ **All other flavour shots are 1.5 teaspoons (0.25 oz)**

Steaming and Frothing the Milk:

Many beverages are made using steamed milk. The default type is whole milk, however, customers may choose skim milk, soy milk, or almond milk (optional).

Heating milk by steaming the proteins will create a distinctive and unforgettable flavour. The steam wand of the espresso machine will inject steam into the milk, and while heating it, will also inject air to create froth. Always start with cold milk, as it will not froth properly if it is warm or hot. Milk should be heated to a temperature of 160 degrees Fahrenheit. Overheating the milk will result in an unpleasant odour and taste. When frothed properly, it will have a pleasant aroma and almost sweet taste. The foam will be a silky smooth texture.

Flavour Shots:

Flavour shots are the syrups used for enhancing any beverage. A standard flavour shot is 1.5 teaspoons (0.25 oz). It is always added to the bottom of the cup before pouring in the beverage in order to ensure proper mixing occurs.

Portions and variations:

Latte: The standard latte is the espresso shot (2-3, depending on size), then filled the rest of the way with steamed milk and a thin layer of foam. The consistency of the foam should be smooth and silky, with very small “microbubbles.”

Variations include any combination of the following:

- Decaf Latte
- Skim Milk Latte
- Soy or Almond Milk Latte

Chai Latte: The Chai Latte uses chai concentrate in place of the espresso. The proportion for any size is 1/3 chai to 2/3 steamed milk. Measure the two ingredients into the metal jug and steam together. Top with a sprinkle of ground cinnamon.

Cappuccino: Same as the latte, but with 1/3 of the cup topped with milk foam. Topped with chocolate shavings.

Mocha: Same as the latte, but with the addition of chocolate sauce. This is pumped into the cup before adding the espresso. 2 tablespoons of chocolate sauce for a tall, 3 tablespoons for grande, and 4 tablespoons for a Trees size. Top with whipped cream and chocolate shavings.

Cappuchillo: Same as the Mocha, but with 1 teaspoon of brown sugar added at the time the chocolate sauce is added. Served using cold milk with ice.

Americano: Espresso portion is added to hot water. Ensure that the crema from the espresso is floating at the top, rather than mixed in.

- Rocket: Much like an Americano, but using drip coffee instead of hot water.
- Hot Chocolate: Portion chocolate sauce into cup. Steam the milk, then add to the cup. Stirring is required to mix the chocolate syrup into the milk. Top with whipped cream and shaved chocolate.
- Espresso: Straight espresso served just as it is! Variations can include Espresso Macchiato and Espresso Con Panna.
- Espresso Macchiato: Scoop milk foam into cup first, followed by espresso poured over top of the foam in a nice pattern.
- Steamed Milk: Standard steamed milk is with vanilla flavour shot, but any flavour can be substituted. Add the flavour shot to the cup before pouring in the steamed milk.
- Apple Cider: Liquid apple cider concentrate mixed with hot water and a cinnamon stick inserted into the cup.

INFUSION TEA:

All teas are received in loose leaf form. Prior to serving, the loose tea is measured into a teabag. All flavours of tea are 1 teaspoon per teabag. A couple of each kind of tea can be pre-portioned into teabags and stored in an airtight container until ready for use.

To serve a tea, fill a cup with hot water from the dispenser in the cappuccino or coffee brewer machine, insert a wooden stir stick through the teabag and suspend across the rim of the cup. Tea may be served in any size cup, as the strength of the tea will be up to the customer, depending on how long it steeps for.

London Fog: This is an Earl Grey tea with vanilla flavour syrup added, with a half-and-half mix of steamed milk and hot water. Add the flavour shot first, followed by the hot water, then add the milk and foam, and finally insert the teabag on the rim of the cup.

ICED BEVERAGES:

Most of the espresso beverages are offered in “iced” form. They are essentially the same recipe as the original hot version, but served cold and with lots of ice.

All iced beverages are served using cubed ice.

Iced Latte & Mocha: Prepare espresso shot as usual. Fill cup halfway with cubed ice. Add the espresso and fill the cup the rest of the way with cold milk.

Iced Coffee: Fill the cup with cubed ice and then pour in regular drip coffee over the ice until full.

Iced Americano: Fill the cup halfway with cubed ice, add the espresso shot, and then top up the cup with cold water.

Italian Soda: Fill ¼ of the cup with ice, add 8 teaspoons of flavor syrup, then top up with club soda. Optional whipped cream on top.

CHEESECAKE:

All flavours of cheesecakes are available for sale by the slice or whole.

By the slice: The 10 inch cheesecake is used for portioning individual slices. Each 10 inch cheesecake is divided into 12 equal portions. Slices should be cut as they are ordered, in order to prevent the cake from drying out too much.

- 1) Place the slice carefully on the center of the plate or take-out container.
- 2) Drizzle with prescribed sauce, if applicable
- 3) Garnish the side of the cheesecake with whipped cream, and finish off with a “to” chocolate square on top of the slice.
- 4) Serve with a fork and napkin.



Whole Cheesecake: Whole cheesecakes shall be available in three sizes: 6 inch, 8 inch, and 10 inch.

- 1) Remove the wax paper liner from around the edges of the cheesecake.
- 2) Prepare any requested writing and garnish with a “to” chocolate square.
- 3) Place the cheesecake in the appropriate sized box
- 4) Close the box and seal the front flap closed using the Trees sticker.
- 5) Tie the Trees Cheesecake ribbon around the box in a “gift” type of fashion.

SANDWICHES:

All sandwiches and paninis are prepared fresh daily. All Trees locations without a kitchen facility will order their daily requirements through Head Office, unless approval has been granted in writing to order from an alternate supplier.

All sandwiches and paninis must be kept refrigerated and must be sold on the same day they have been prepared. Expired sandwiches must not be sold past their expiration.

Serving:

1. Remove sandwich from refrigerated display, then remove plastic wrapping (if applicable).
2. Preheat sandwich grill to 200 degrees Fahrenheit.
3. Place sandwich onto grill and close the lid. Grill for approximately 2 minutes, until sandwich has heated through completely. Be careful not to over-heat.
4. Remove sandwich from grill using tongs and place on clean cutting board. Slice diagonally through the middle of the sandwich, making two even halves.
5. Wrap each half in wax paper and place on plate. For take-out orders, use a sandwich bag.
6. Serve with a napkin.

Sandwich varieties:

Vegetarian: - Caprese
(Broccocini, roma tomato, fresh basil, extra virgin olive oil, balsamic vinegar)
- Chevre
(Creamy goat cheese, fresh basil, roma tomato, balsamic vinaigrette)
- Mediterranean
(Roasted red peppers, spinach, feta cheese)

Meat: - Prosciutto & Brie
- Turkey & Swiss cheese
- Ham & Cheddar cheese
- Salami & Swiss cheese
- Chicken Salad
- Tuna Salad

All meat sandwiches contain mayonnaise, romaine lettuce, tomato and salt and pepper.