

# BARISTA SKILLS

## *Barista skills*

INTERMEDIATE





## LEVEL: INTERMEDIATE

OVERVIEW: DESIGNED TO TEST KEY CORE AND MORE ADVANCED SKILLS AND UNDERSTANDING, EXPECTED FROM A COMPETENT BARISTA (FOR EXAMPLE, FROM SOMONE WORKING AS A BARISTA FOR 6 MONTHS OR MORE). SUCCESSFUL CANDIDATES SHOULD BE ABLE TO DIAL IN A BREW RECIPE, MAKE A FULL RANGE OF DRINKS WITH QUALITY AND SPEED, AS WELL AS UNDERSTAND THE BASIC REQUIREMENTS FOR CUSTOMER SERVICE AND MAINTENANCE. COURSE LENGTH IS ESTIMATED AT 1 - 2 DAYS.

Introduction to Coffee and Barista Foundation are recommended (but not mandatory) pre-requisite modules. All knowledge and skill from these modules will be assumed as being held and may be tested through the practical and/or written assessments.

BLOOMS TAXONOMY: Understanding / Applying / Analyzing

Recommended reading:

CODE/ MODULE	SUB CODE	KNOWLEDGE/SKILL REQUIRED	STANDARDS
<b>2.01 COFFEE BEANS</b>	2.01.1	Understanding of the components of blend/single origin being used.	Identifies varieties and origins of blend used and links to flavour/body expected.
	2.01.2	Understanding of different species/sub-varieties and possible impacts on flavour.	Can name at least 2 Arabica sub varieties.
	2.01.3	Understanding of different geographic origins and possible impact on flavour.	Identifies geographic origins from three distinct coffees from different continents.
	2.01.4	Awareness of different processing methods (washed/natural/pulp natural) and how this affects flavour.	Knows how the processing methods affect coffee flavour and body.  Distinguishes washed process from natural process by taste (ideally from the same farm/region).
	2.01.5	Awareness of the degassing period of fresh coffee and how this affects coffee performance/flavour.	Identifies coffee that is still degassing by its performance and flavor.
<b>2.02 WORKSPACE MANAGEMENT</b>	2.02.1	Analysis of the layout of key equipment, accessories and ingredients – to promote speed and efficiency.	Places all equipment and accessories in appropriate positions – to minimise travel, twisting and turning.
	2.02.2	Analysis of the layout of key equipment, accessories and ingredients – to achieve smooth workflow (starting from the grinder, moving to the espresso machine and refrigerator and ending at the customer service counter).	Places all equipment and accessories in appropriate positions – to achieve smooth workflow.
<b>2.03 GRINDING, DOSING AND TAMPING</b>	2.03.1	Analysis of advantages and disadvantages 'on-demand' dosing – compared with tradition dosing from a dosing chamber (in particular, advantages related to freshness, distribution of the dose, consistency with both single and double doses, ease of adjustment, and that a grinder with a dosing chamber has advantages related to familiarity and price).	Explains advantages and disadvantages of on-demand grinding.
	2.03.2	Demonstration of setting the dose and grind – using a grinder with a dosing chamber AND an 'on-demand' grinder.	Calibrates grind and dose (on both styles of grinder) within 15 minutes to produce an espresso to the required brew recipe.
	2.03.3	Analysis of how increasing or decreasing the dose affects body and flavour.	Increases dose to make more solids available which may improve body, depending on how the coffee is extraction. Decreasing the dose may have the opposite effect.
	2.03.4	Demonstration of how to make micro-adjustment to the grind.	Makes micro-adjustments to the grind quickly and confidently.
	2.03.5	Understanding of the effect of heat generated by the grinder itself or other climatic and environmental conditions.	Can describe and predict changes to the coffee due to heat issues as well as predict required changes to grind size.
	2.03.6	Demonstration of consistently good techniques for evenly distributing the dose in preparation for tamping.	Holds tamp correctly to consistently produce a flat and even surface on the tamped cake – and to reduce repetitive strain injuries.



## LEVEL: INTERMEDIATE

CODE/ MODULE	SUB CODE	KNOWLEDGE/SKILL REQUIRED	STANDARDS
	2.03.7	Analysis of causes of channeling (uneven distribution of the dose, tamping on a slant, banging group handle after tamping, using a clogged for poorly made filter basket).	Identifies and corrects causes of channeling.
<b>2.04 EXTRACTION &amp; BREWING</b>	2.04.1	Basic understanding of how to produce a balanced espresso and how to correct imbalance.	Identifies heightened acidity of under-extraction, and heightened bitterness of over-extraction, and the balance with sweetness achieved with a good extraction.  Can describe how to corrects imbalance by use of changes in dose quantity, grind texture, water temperature and water quantity.  (Balance may be assessed by discussions with candidate on the taste of the espresso or by measurement of extraction percentage).
	2.04.2	Understanding of how flavour compounds do not dissolve uniformly, and different flavours extract at different times.	Identifies (by taste and appearance) the production order of an espresso split into 3 parts.
	2.04.3	Understanding of how different shot lengths may affect extraction and body.	Can describe differences in flavour and body for 1.2 (50% EBF) and 1.4 (25% EBF) ratio shot (grams of ground coffee: grams of water)
	2.04.4	Analysis of how different shot times may cause under-extraction and over-extraction and resulting changes in flavor.	Identifies and describes difference in flavour and body between a 15-20 second shot and a 25-30 second shot.
<b>2.05 MILK TECHNIQUES</b>	2.05.1	Understanding of composition of milk and role each component (mainly protein and fat) plays in foaming ability, quality and stability of foam.	Knows the function of protein and the effect of different fat content.  Can recognise the required quality of foam in line with CDS Foam Quality Guide
	2.05.2	Understanding of how different milk alternatives foam differently.	Foams milk alternatives (e.g. soy milk) to achieve the right texture and temperature and is aware of the limitations of some alternatives to be able to foam (e.g. rice milk).
	2.05.3	Understanding of reasons why milk may not foam successfully (age of milk, milk is not cold enough, deterioration of proteins from incorrect storage conditions, incorrect foaming technique).	Solves problem when milk will not foam.
	2.05.4	Demonstration of consistently good milk techniques to produce the correct texture and temperature of foam.	Foams milk to produce consistently high quality micro-foam (Level 2 or above on the CDS Foam Quality Guide).  Pours milk to achieve correct foam level as well as the right texture and temperature for the drink.
	2.05.5	Demonstration of ability to 'free pour' one latte art pattern to a consistently reasonable standard – on two consecutive drinks repeatedly.	'Freepours' latte art pattern consistently to a reasonable standard or higher as set out in the CDS Latte Art Standards.
<b>2.06 BARISTA MENU</b>	2.06.1	Demonstration of preparation of a range of commonly ordered drinks to a good standard (espresso, macchiato, americano, cappuccino, latte, flat white).	Prepares drinks demonstrating correct CDS methodology. Final drinks to comply with quality standards as laid out in the practical examination paper and CDS Drinks Definitions
	2.06.2	Demonstration of managing a complex order of drinks to a high standard – prepared quickly with efficient use of the espresso machine.	Prepares a complex order of 4 beverages to a consistently high standard quickly and efficiently - within 6 minutes.



## LEVEL: INTERMEDIATE

CODE/ MODULE	SUB CODE	KNOWLEDGE/SKILL REQUIRED	STANDARDS
<b>2.07 HYGIENE, HEALTH &amp; SAFETY</b>	1.07.1	Demonstration of organisational and operational policies and procedures (for beverage preparation and service, cleaning and storage) – to keep everything in the espresso workspace safe and hygienic.	Implements policies and procedures for hygiene and safety, taking local laws and manufacturers instructions into consideration.
	1.07.2	Understanding of the causes of cross contamination in an espresso workspace (steam wand wipes being used on the floor or bench, jugs not emptied and cleaned between each use, unhygienic personal habits with regard to hands, cloths and clothing).	Identifies and minimises risks related to cross contamination. Colour codes wipes and uses different ones for different purposes. Empties and cleans jugs between each use. Practices hygienic personal habits.
	1.07.3	Understanding of the causes of direct contamination in an espresso workspace (wipes and not rinsed regularly, steam wands not being cleaned immediately after each use, milk left out of the refrigerator, incorrect storage temperatures for potentially hazardous foods, beans and condiments left in open containers, vermin contaminating ingredients, leaving splashes and spills left machines and the workspace, sneezing and coughing over the workspace).	Predicts and minimises risks related to direct contamination. Wipes and cloths are rinsed regularly. Milk is kept in the refrigerator when not in use. Operating temperature for the refrigerator is checked and maintained at legal temperatures Stores all potentially hazardous foods (milk, cream etc.) at the correct legal temperatures. Stores dry foods (beans, chocolate etc.) to prevent access by vermin. Practices stock rotation all storage areas. Regularly cleans all splashes, drips and spills from machinery, accessories and workspace. Covers mouth and rinses hands regularly when coughing and sneezing.
	1.07.4	Understanding of safety hazards in an espresso workspace (burrs in the grinding mechanism, hot water and steam from the espresso machine, the backflushing procedure, spills on the floor, incorrect storage and use of cleaning chemicals, spills and leaks around electrical cords and machines, incorrect technique when carrying heavy items, repetitive strain injury from incorrect tamping technique).	Takes care when cleaning around the burrs in the grinder. Takes care when using steam and hot water from the espresso machine. Flushes cleaning chemicals from espresso machine and grinder properly. Takes care when backflushing the espresso machine. Stores cleaning chemicals away from foods. Cleans up spills and has leaks fixed immediately. Keeps electrical cords away from water. Uses correct/safe techniques for carrying heavy items and tamping.
<b>2.08 CUSTOMER SERVICE</b>	2.08.1	Understanding of the importance of maintaining high standards of personal hygiene.	Keeps body and clothing (including apron) clean and hygienic.
	2.08.2	Demonstration of high standards of personal presentation.	Maintains neat and tidy personal presentation.
	2.08.3	Demonstration of good communication skills.	Listens well and speaks clearly.
	2.08.4	Understanding of what good customer service means.	Focuses on customers needs.



## LEVEL: INTERMEDIATE

CODE/ MODULE	SUB CODE	KNOWLEDGE/SKILL REQUIRED	STANDARDS
	2.08.5	Demonstration of good techniques to provide a high standard of customer service when greeting customer and taking orders.	Greets customer appropriately. Requests order and answers questions accurately about the preparation and service of an espresso, macchiato, Americano, cappuccino, latte and flat white. Manages a queue through taking orders efficiently. Identifies what the customer is ordering (their true drink order, including any special requests). Uses appropriate body language, tone and attitude when communicating with customers. Uses techniques to remember what customers order.
	2.08.6	Demonstration of good techniques to provide a high standard of customer service when preparing orders for customers.	Uses preparation techniques that save time and energy. Prepares drinks to a consistently high standard. Prepares orders according to customers' special requests (a different type of milk, decaffeinated beans, more or less foam, hotter or cooler, larger or small, stronger or weaker etc). Uses preparation techniques to identify different drinks that look the same. Maintain communication with customer during preparation of order.
	2.08.7	Demonstration of good techniques to provide a high standard of customer service when serving orders to customers.	Serves orders in an appropriate timeframe and manner. Handles complaints appropriately.
<b>2.09 CLEANING, MAINTENANCE &amp; TROUBLE- SHOOTING</b>	2.09.1	Demonstration of good techniques for cleaning the espresso machine and grinder.	Cleans the espresso machine and grinder at least daily.
	2.09.2	Understanding of key problems with the espresso machine (blocked/ dirty steam wands, waste pipes, hoses, showers and filter baskets, leaky connections, worn seals, machine not heating correctly, steam pressure too low or too high, scale, gauges not registering the right levels, broken filter basket spring), how to solve them or who to refer them to.	Solves all problems related to the espresso machine immediately – according to manufacturers recommendations, ability and allowable level of responsibility. Understands personal limitations and when to contact an engineer.
	2.09.3	Understanding of key problems with the grinder (grinder is overheating, grinder won't work, worn burrs, an obstruction between the burrs, clogged/dirty dosing chamber, broken dosing lever spring), how to solve them or who to refer them to.	Solves problems related to the grinder immediately – according to manufacturers recommendations, ability and allowable level of responsibility.
<b>2.10 FINANCIAL MANAGEMENT</b>	2.10.1	Awareness of costs involved in preparing and serving espresso beverages (cost of ingredients, including wastage).	Can identify profit margins on commonly produced drinks Stores ingredients correctly to prevent spoilage. Orders in appropriate quantities to prevent spoilage and waste. Uses preparation techniques that minimise waste.