



Policy 14

“COFFEE PLUS” CAFE POLICY

Policy Purpose

To communicate the purpose of the Coffee Plus Café, its function as a ministry of the Blackwood Church of Christ and operational expectations

Policy Statements

Introduction

The primary purpose of Coffee Plus is to serve the mission and ministry of the Church of Christ in Blackwood through quality hospitality and enabling the potential for relationships to develop and grow with the broader community.

Coffee Plus primarily exists as a point of connection and potential relationship building opportunities with people who are tenants in the building or people who enjoy the services provided by tenants of the building. During operation Coffee Plus is a public space providing welcome and hospitality to anyone in the community including but not limited to, tenants, members of the church, people walking in off the street.

Coffee Plus also exists to serve the ministry of the Church of Christ in Blackwood for designated functions or where approval is given to support other ministries as directed by the elders and ministry team

This policy concerns but is not exclusive to:

- Ministers & elders
- Administration committee members (office bearers)
- Coffee Plus baristas & helpers
- Any group identified as a tenant of the building (eg. Beacon, RASA)
- Youth ministry co-ordinators & leaders
- Co-ordinators and leaders of auxiliary groups including shoppers crèche, and friendship centre.

Coffee Plus Co-ordinator

The elders will appoint a co-ordinator for the Coffee Plus ministry who will implement and oversee this policy, procedures and operation of the Coffee Plus Cafe.

The co-ordinator will be an active member of the church who understands the vision, purpose and ministry outcomes of the church as directed by the elders.

Responsibilities include:

- Oversight of the café and its volunteers
- Oversight of the operation of the café including, cleanliness, ordering of stock, opening hours
- Ensuring there are volunteers rostered on at the appropriate times to operate the café assigned to the appropriate tasks.

Objects of this policy

- Only volunteers nominated by the coordinator and trained for their tasks may operate the café, unless they are an approved tenant or appointed by the elders.
- Volunteers who fulfill rostered tasks in the Coffee Plus ministry will display an attitude of service and humility
- Providing an atmosphere of hospitality and welcome is a priority therefore seeking to engage with people in the café with warmth and care is the desired attitude at all times
- Coffee Plus is a ministry of the Church of Christ in Blackwood and all volunteers are representing the church when they fulfill a task in the café.
- Volunteers are subject to associated policy documents, procedures and expectations related to the overall ministry and purpose of the church
- Coffee Plus is only to operate at the times stipulated by the coordinator or as approved by the office or ministry team
- People wishing to fulfill the task of barista must have basic barista training
- People wishing to fulfil the task of a café helper are expected to be people who understand the basic principles of hospitality and be a welcoming presence to all who come to the café
- Anyone who uses the café associated with the Coffee Plus ministry must follow the **“Coffee Plus Cafe Operation and Procedures”**, attached to this policy.
- The above includes Sunday mornings as well as nominated weekdays when the café is in operation.

Policy References

- Policy 2 – Bushfire Protection
- Policy 3 – Work Health and Safety
- Policy 6 – Work Health and Safety for Hirers of Premises
- Policy 10 – Hire of Premises

Review of Policy

This policy shall be reviewed every two years or as required.

Further Information

If you require further information, contact the Church Office, or the Cafe Plus Coordinator

Authorised by: _____ **(Chair of Elders)**

Signature: **Date:**



“COFFEE PLUS” CAFE Operation and Procedures

Times of Operation

- Sunday 11am – 12pm (after morning worship)
- Tuesday 10am – 12pm
- Tuesday 3pm – 6pm
- Wednesday 9:30am – 11:30am
- Thursday 3pm – 6pm
- Friday 11am – 2pm (operated by tenant RASA)

The Coffee Plus ministry will continue to operate during school holidays. The café will not operate during the Christmas holiday period or public holidays

The Coffee Plus ‘Open’ sign is to be placed out near the road side at the beginning of operation and brought back in at the end.

Barista’s rostered for any given operating time are expected to arrive half an hour early to set up and ensure there are enough supplies for operation. They need to also ensure the float for the register is available. The Barista needs to allow up to half an hour for closing down and clean up procedures.

The rostered helper is to assist where necessary in set up and clean up.

Coffee Machine Operation

- Coffee machine is only to be turned on for designated operating times or as indicated by the ministry team or office for approved functions
- Allow at least 15 minutes for the coffee machine to be ready for use from the time it is switched on. Ensure steam valves are closed when the machine is turned on.
- Allow 15 minutes for the clean-up and shut down of the coffee machine.
- Before switching off, take out one of the filter cups out of the coupling and insert the solid silver cup. Perform backwash function on each pouring outlet with the descaling solution to flush out the coffee grinds
- Switch off the coffee machine at the machine and at the wall.
- Open out the steamers to release the steam. Ensure steamers are cleaned of milk residue. When steam ceases to flow, close off the steamers
- Take out the drip tray, rinse and wipe down in the sink. Hand wash couplings and stainless steel milk jugs in the sink. Any excess milk in the jugs should be discarded
- Before replacing the tray pour up to 1 litre of water into the drainage outlet to wash any coffee grind residue away.

Grinder Operation

- Avoid adjusting the grind. The right grind is difficult to set and can affect the taste and quality of the coffee served.
- When dispensing ground coffee from the grinder avoid over packing, this may overload the coffee machine and will struggle to pour. 2 – 3 clicks of the lever will be enough for a double pour.
- Try not to grind more beans than you need. Any left over ground beans in the chamber may go stale and affect the quality of the coffee. The switch on the left of the machine will initiate a grind. The switch on the right will control the power source
- At the end of operation switch off the grinder at the machine and at the wall.
- Empty the overflow tray in the bin
- Wipe down grinder and surrounding area
- Empty the coffee grind bin into the rubbish bin or spread on the church garden if small amounts

Cash Register Operation

- Move the register out from behind the wall so it is in view of the café
- Switch on and use the 'OP' key to switch to 'Reg' mode
- Press 'No Sale' to open the tray and place the float in the till. (The float is kept in the administrator's office. Arrange with the Administrator for access before and after the shift.)
- Cash Register operating procedures are pinned on the wall above the register along with a menu price list
- Return all money from the till to the secure location in the Administrators office
- Please leave the empty till draw open at the end of a shift

Set-up and Clean-up Procedures

Set up:

- Check there is enough milk in the fridge, beans in the grinder and sugar sachets in the sugar pot
- Switch on air conditioners as needed: The temperature must be set at 24 degrees
- Switch on TV for community news display: Remote in the utensil draw. Press the operation button to switch on. Use the directional buttons to select 'movie' mode. Press 'ok'. Press 'ok' again. Select the file you require and select 'play'
- Ensure café seating area is clean and tidy and tables and chairs arranged appropriately
- Put the canisters of tea leaves out on display
- Vacuum the carpet area if necessary

Clean up:

- New cleaning cloths are to be used at the beginning of each day
- Wipe down bench tops and tables with clean cloth and spray kept under the sink
- The sink must be clean, wiped and tidy. No dishes to be left in or on the sink area. Any left over dishes where there is not enough to fill a load are to be rinsed and placed in the blue tub provided
- **All dishes that may be used by the public are to be washed in the dishwasher in the main kitchen.** (check dishwasher operation in the kitchen)
 - Before going in the dishwasher all dishes are to be rinsed thoroughly and stacked in a blue tub
 - When there are enough dishes carry the tub of dirty dishes to the main kitchen and follow the dishwasher operating instructions.
 - Do not dry dishes with a hand towel allow to air dry. Carry dishes back to the café kitchen and put away
- Ensure the shut-down procedure for the dishwasher is engaged
- Carpet must be vacuumed and café kitchen floor mopped at the end of a shift
- Turn the air conditioners off
- Turn the TV off
- Canisters of tea leaves to be put away. Containers of chocolate & decaf coffee to be put away in the cupboard with coffee supplies.
- If bins are full empty into the outside bin
- Ensure all milk cartoons are rinsed before placing in the recycle bin.

General information

- Instant coffee and tea bags are not to be stored or served through the Coffee Plus café. The café will only serve espresso coffee and filtered tea. Instant coffee and tea to be stored and served through the main kitchen
- Tea pots are provided for people to enjoy a range of different flavoured tea leaves we have on offer. Place 2 tea spoons of the chosen tea leaf in the filter canister inside the pot and fill with hot water.
- Do not stack cups any more than 2 high on top of the coffee machine
- Ensure the fridge is kept clean and tidy and that any old or out of date items are removed and discarded
- Water and cans of soft drink are stored in the fridge and labelled draws/cupboards for sale
- Draws & Cupboards: are for the use of the Coffee Plus ministry only unless otherwise arranged through the coordinator. Draws and cupboards are labelled for easy identification of items
- A new cleaning cloth is to be used at the beginning of each day
- Descaling of the dishwasher will be done by an office volunteer on a weekly basis
- Please leave the kitchen and café space clean and tidy, ready to be used by the next operator. Please ensure benchtops are clear and everything is put away. Make sure every surface is clean
- Any suggestions or edits to this policy and procedure document can be directed through the Coffee Plus coordinator for consideration