

MIXING Dough

1. What are the dry ingredients of our Cinnabon Dough?

	60 Qts	40 Qts
Flour	17 lbs	8 lbs & 8 oz.
Base Mix	4 lbs & 10 oz.	2 lbs & 5 oz.
Yeast	4 oz.	2 oz.

2. What are the wet ingredients of our Cinnabon Dough?

	60 Qts	40 Qts
Margarine	2 lbs & 8 oz.	1 lb & 4 oz.
Water	140 oz.	70 oz.

3. How do you determine the water temperature?

145 deg F – temperature of Flour = Water Temperature

4. What is the temperature of margarine use in mixing dough?

Room Temperature

5. What is the mixer attachment used in mixing dough?

Dough hook

6. What is the program used in mixing dough ball?

Program 1

7. Define clean up stage:

The stage in mixing when the dough begins to pull away from the mixing bowl. Clean up is complete when the dough ball is formed around the dough hook, and no dough is sticking to the mixing bowl.

8. What adjustment will you do if the clean up stage happens early?

Add 1 oz. of water to the next batch of dough.

9. What adjustment will you do if the clean up stage happens late?

Subtract 1 oz. of water from the next batch of dough.

10. What is the standard Temperature of dough after mixing?

84 deg F +/- 4 deg F

11. What do you do to the next batch of dough if it does not meet the correct temperature of dough?

Adjust water temperature for the next batch of dough approximately 5 deg F for every 1 deg F the dough is from 84 deg F +/- 4 deg F.

12. What is the indication that you need to adjust the temperature of water in mixing dough?

If the Temperature of dough exceeds the standard Temperature of 84 +/- 4 °F.

13. Describe our Cinnabon dough:

Dough is tacky to touch, tender with good elasticity, won't tear when lightly stretched.

14. What is the standard weight of our dough?

4 lbs. to 4 lbs. and $\frac{2}{3}$ oz.

15. How many portions of dough ball can a 40 Qts. Mixer produce?

4 dough balls

16. How many portions of dough ball can a 60 Qts. Mixer produce?

8 dough balls

17. Define Rounding the Dough:

The process of shaping a dough ball that forms a smooth skin on the surface of the dough. This helps the dough trap gas, to allow it to double in size.

18. What labels do we put in each batch of dough?

Month/day it was made

Time it was made

Mixers initials

19. What is the shelf life of our dough?

36 hours

20. What is the maturity time of our dough?

4 hours

21. What is the numbering system on our dough chiller?

1>3>2>4

Brown Sugar Makara

1. What are the ingredients of BSM?

	60 Qts	40Qts
Brown Sugar	50 lbs.	25 lbs.
Makara Cinnamon	5 lb. 4oz.	2 lb. 10 oz. 3 lbs 2 oz

2. What is the mixer attachment used in mixing BSM?

Paddle

3. Enumerate the 3 Grades of Cinnamon:

Grade A Cinnamon comes from the bark near the base of the tree

Grade B Cinnamon comes from the branch of the tree

Grade C Cinnamon comes from the bark of limbs which have fallen to the ground

4. What carry the majority of aroma and flavor of makara cinnamon?

Volatile Oils

5. What is the program used in mixing BSM?

Program 3

6. What is the process in mixing BSM?

Sandwich process

7. From what country does our Makara Cinnamon comes from?

Indonesia

8. What is the shelf life of BSM?

3 days

9. How many batches can be stored in 1 container bean?

1 batch

10. Where do you place the plastic liner for covering BSM during the day?

Over the top of the bin with lid closed.

11. Where do you place the plastic liner for covering BSM at the close of business?

On top of the mixture with lid closed.

12. Enumerate the Key Points in creating Perfect BSM?

- **Accuracy in weighing ingredients**
- **Exact mixing times and speed**
- **Keeping the mixture in an airtight container**

Frosting

1. What are the ingredients of CCF?

	60 Qts	40Qts
Cream Cheese	15 lbs.	10 lbs.
Margarine	15 lbs	10 lbs.
Fondant Sugar	30 lbs.	20 lbs.
Vanilla Extract	10 oz.	6 ¾ oz.
Lemon Extract	2 oz.	1 oz.

2. What should be the Temperature of cream cheese / margarine?

Same temperature/Cold from the chiller

3. What mixer attachments do you use in mixing CCF?

Paddle & Wire whip

4. What is the objective in mixing CCF?

- **To cream the ingredients**
- **And whip to incorporate a large volume of air**

5. What are the 3 critical points in mixing CCF?

- **Accuracy in weighing**
- **Correct temperature and margarine**
- **Correct mixing time and speed**

6. What is the shelf life of CCF?

- **Room Temperature = 2 days**
- **Refrigerated = 4 days**

7. What program do you used in mixing CCF?

Program 2

8. What critical procedure do you do every time the mixer stops/pause?

Scrape the side of the bowl.

9. Describe the profile of CCF?

- **Appearance = light and fluffy, not glaze, off white in color.**
- **Flavor = Cream cheese is evident, but not dominant as in carrot cake frosting. Hint of lemon and vanilla flavors.**
- **Texture = Smooth, not grainy. Melts evenly when applied to our hot rolls.**
- **Temperature = Frosting must be at room temperature to be spread on rolls.**

10. What label do you put after mixing a batch of CC?

- **Date of production**
- **Time it was made**
- **Initials who made it.**

11. What are the characteristic that made our CCF unique?

- **Cream Cheese flavor with hints of vanilla and lemon, and its light and airy texture.**

Caramel Frosting

1. What are the ingredients of our Caramel Frosting?
 - Cream Cheese Frosting 2 lbs
 - Caramel Topping 3 lbs 8 oz
2. What is the shelf life of our Caramel Frosting?
 - Same as cream cheese frosting
3. What label do you put after mixing a batch of Caramel Frosting?
 - Same label as of Cream Cheese frosting that was used

Chocolate Schmear

1. What are the dry ingredients in mixing Choco Schmear?
 - Granulated Sugar 10 lbs
 - Cocoa Powder 2 lbs
2. What are the wet ingredients in mixing Choco Schmear?
 - Margarine 6 lbs
3. What should be the Temperature of margarine in mixing Choco Schmear?
 - Room Temperature
4. What is the sequence of dry ingredients to avoid cloudy?
 - Margarine
 - Cocoa Powder
 - Granulated Sugar
5. What is the mixer attachments used in mixing Choco schmear?
 - Paddle
6. What is the shelf life of Choco Schmear?
 - 1 days 2 days room temp 4 days chiller
7. What program do you use in mixing Choco Schmear?
 - Program 4
8. Where do you store the Choco Schmear?
 - ~~Room Temperature~~

ROLLING

Classic / Minibon

1. How do you choose the dough ball to be used in rolling?
 - **Choose the oldest dough by checking the DTI.**
2. What is the measurement of the 1st rectangle?
 - **12" x 16"**
3. What equipment do you use in rolling?
 - **Sheeter**
4. What is the 2 setting of sheeter?
 - **9 and 5**
5. What is the measurement of your final rectangle?
 - **Classic = 20" x 28"**
 - **Minibon = 10" x 28"**
6. What 4 utensils can be on top of rolling area when not in use?
 - **Rolling Pin**
 - **Cinnabon Ruler**
 - **Stainless bowl**
 - **Weighing scale**
7. What is the measurement of the border of Classic and Minibon?
 - **Classic = 1"**
 - **Minibon = ½"**
8. How many ounce of margarine do you spread in 1 log Classic and Minibon?
 - **Classic = 8 oz.**
 - **Minibon = 4 oz.**
9. How many ounce of BSM do you use in 1 log Classic and Minibon?
 - **Classic = 12 oz.**
 - **Minibon = 6 oz.**
10. What is the shelf life of thawed margarine?
 - ~~1 ½ day~~ **3 days**
11. What is the measurement of the thickness of BSM when spread onto the dough ball?
 - **Bottom half = 2/3's**
 - **Top half = 1/3's**
12. How many times does a dough sheet is run to the sheeter?
 - **Twice**
13. How many inches will you fold across the top of the dough to begin your first roll?
 - **¼"**
14. What important technique do we use to achieve a perfect roll?
 - **Lift**
 - **Tuck**
 - **Roll**
15. What is the allowed weight of trimmed ends for Classic?
 - **Not more than 2 oz.**
16. What is the final measurement of 1 log Classic?
 - **30"**
17. By how many inches do you marked your log of Classic and Minibon?
 - **Classic = 2 ½"**
 - **Minibon = 2"**

18. How many rolls can be made from 1 log of Classic and Minibon?

- **Classic = 12 rolls**
- **Minibon = 15 rolls**

19. What is the height of each rolls?

- **Classic = 2 ½"**
- **Minibon = 2"**

20. What is the method in cutting Cinnabon Rolls?

- **2 - cut method**

21. What label do you put on your parchment paper?

- **Rollers initials**

22. After panning the rolls where do you place your pan of Classic?

- **Hot Proofer**

23. What is the standard wraps for Classic and Minibon?

- **Classic = 5 ½" - 6 ½"**
- **Minibon = 3 ½" - 4 ½"**

24. What is the allowed measurement of gapping between wraps?

- **¼" but preferably "0"**

Cinnabon Stix

1. How many pieces of Cinnabon Stix are there in 1 order?

- **4 pcs.**

2. What are the two mixtures in preparing Cinnabon Stix?

- **Margarine Vanilla Mixture**
- **Granulated Sugar Makara Mixture**

3. Give the ingredients and measurements of the dry mixture for Cinnabon Stix?

- **Granulated White Sugar = 2 lbs**
- **Makara Cinnamon = 2 oz.**

untouch - 3 days
touch - end of day } shelf life

4. Give the ingredients and measurements of wet mixture for Cinnabon Stix?

- **Margarine = 8 oz.**
- **Vanilla = 2 oz.**

4 hours or end of day

5. How many twist does a Cinnabon Stix has?

- **3 twists**

6. What is the baking time of Cinnabon Stix?

- **11 +/- 1 mins**

7. What is the temperature of Cinnabon Stix before it can be boxed?

- **70 °F**

8. What is the re-heating procedure of Cinnabon Stix?

- **Convection Oven = Bake for 3 mins. Cool for 1 min then serve.**
- **Microwave = Microwave for 15 sec- 25 sec. Cool for 1 min then serve.**

9. What is the expiration of Danish dough?

- **10 days from its production date**

10. What is the measurement of each Cinnabon Stix?

- **4 inches**

11. How long should Cinnabon Stix cool down after baking, before you transfer to hotplate?

- ~~2-5 mins~~ **30 mins**

Proofing and Baking

1. What is the standard temperature of Hot Proofer?
 - **105 – 110 °F**
2. What is the standard temperature of the Oven?
 - **310 °F**
3. What is the humidity of Hot Proofer?
 - **65 – 85%**
4. Proofing time for Classic?
 - **Classic = 40 – 60 mins**
5. Proofing time for Minibon?
 - **Minibon = 20 mins**
6. Baking time for Classic?
 - **Classic = 15 mins**
7. Baking time for Minibon?
 - **Minibon = 13 mins**
8. Standard temperature of Classic out of the Oven?
 - **165 – 175 °F**
9. Standard temperature of Minibon out of the Oven?
 - **165 – 175 °F**
10. Commonly called the process of rising the dough?
 - **Proofing**
11. Holding time of Classic on the Cold Proofer?
 - **40 mins**
12. Holding time of Minibon on the Cold Proofer?
 - **20 mins**
13. What structure is formed inside the dough while proofing that allows heat to reach the middle of the roll and cooked it thoroughly?
 - **Air Pockets**
14. Characteristic of well proofed rolls
 - **Sweet, moist and tender**
15. Smallest size our rolls can be baked effectively?
 - **Minimum bake**
16. Rolls that are baked before minimum bake are called?
 - **Under proofed**
17. What are the characteristics of an “under proofed” rolls?
 - **Undersized**
 - **Doughy in the center**
 - **Bland flavor**
18. What is the other term for cold proofer?
 - **Holding Proofer**
19. Largest size that rolls can be baked and still remains moist, tender and sweet.
 - **Maximum Proof**
20. Rolls that are baked after maximum proof are called?
 - **Over proofed**
21. What are the characteristics of an over proofed rolls?
 - **Overly large and square**
 - **Dry and pale**
 - **Bitter flavor**

22. A tool used to measure the width of a kiss?
 - **H-bar**
23. What is the other term for the post of the H-bar?
 - **Prongs**
24. What is the diameter of each prongs?
 - **¼ inch**
25. What are the measurements of the 2 claws of H-bar?
 - **1 inch**
 - **2 inches**
26. Name for the place when the sides of rolls can touch.
 - **Kisses**
27. How many possible kisses are there in 1 Full pan of Classic?
 - **7 Kisses**
28. How many possible kisses are there in 1 Full pan of Minibon?
 - **22 Kisses**
29. What are the 3 colors of time clips?
 - **White, Blue, Black**
30. Kisses

Cinnabon® Rolls

PAN SIZE	MINIMUM PROOF	MINIMUM BAKE (can bake)	MAXIMUM PROOF (must bake)
6 Rolls	4 kisses = 1"		4 kisses of no more than 1"
4 Rolls	2 kisses = 1" (transfer, but do not bake)	2 kisses = 1" (and one kiss that barely touches)	3 kisses = 1"

Minibon® Rolls

PAN SIZE	MINIMUM PROOF	MINIMUM BAKE (can bake)	MAXIMUM PROOF (must bake)
15 Rolls	10 kisses of up to ¼ "		16 kisses of up to ¼ "
12 Rolls	8 kisses of up to ¼ "		13 kisses of up to ¼ "
9 Rolls	6 kisses of up to ¼ "		10 kisses of up to ¼ "
6 Rolls	3 kisses of up to ¼ "		7 kisses of up to ¼ "

31. What kind of oven thus Cinnabon use?
 - **Convection Oven**
32. Describe Goo Crust Overflow?
 - **A Caramelized brown sugar that bubbles up and out of the wraps during baking process.**
33. What is the system use to manage production to meet our Guest's needs?
 - **Pace**
34. What are the 3 important goals of PACE?
 - **Hot, fresh rolls, and CinnaPacks are always available for our Guests.**
 - **An ample supply of product allows us to build sales.**
 - **Controlling production allows us to minimize waste.**

Centerfielding/Cashiering/Value Selling/CinnaPacks

1. What are the 2 components to Wow Service?
 - **A.C.T. Guest First**
 - **The Service Ingredients**
2. How many seconds should a guest be greeted, from anywhere you may be in the bakery?
 - **15 seconds**
3. Enumerate the 4 Service Ingredients?
 - **Appearance**
 - **Greetings**
 - **Delivery and Value Selling**
 - **Close**
4. A.C.T. stands for?
 - **Attentive**
 - **Cheerful**
 - **Timely**
5. Write down our Value Proposition.
6. Enumerate the Values of Cinnabon
7. What is our Mission Statement
 - **We make our Guest say WOW!**
8. Enumerate the 8 Cashiers Responsibilities.
 - **Guest Satisfaction**
 - **Cash Handling**
 - **Beverage Production**
 - **Order Assembly**
 - **Guest Education**
 - **Quality Control**
 - **Register Operation**
 - **Side Duties**
9. Time for completing order for dine-in?
 - **45 sec.**
10. Time for completing order for take out?
 - **90 sec. or less**
11. Give at least 3 responsibilities of cashier when no guest are in line:
 - **Sampling**
 - **Cleaning the cash register and surrounding areas-counters, equipment and shelving**
 - **Stocking supplies for your station – paper and product**
 - **Stocking the condiment area**
 - **Making more coffee, Mochalatta Chill, etc.**
 - **Making frosting cups**
 - **Bundling forks and knives**
 - **Cleaning the dining room and emptying trash.**
 - **Filling the Cinnapack racks**
12. How long should a table be clean after being vacated by the guest?
 - **2 mins**
13. Should a guest be given a caution statement when serving hot beverage Yes or No?
 - **Yes**

14. What do you call a centerfielder specially assigned to put rolls on a plate and clamshell from the hot plate?

- **Platter Boxer**

15. What are the two kinds of sampling?

- **Active Sampling**
- **Spontaneous Sampling**

16. What is the other term for "Hotplate Sampling"?

- **Spontaneous Sampling**

17. When is the best time to do "Hotplate Sampling"?

- **At all times**

18. How long should a cut-up roll piece be re-heated in the microwave?

- **10-15 sec**

19. What is the shelf life of sampling on the hotplate?

- **20 mins.**

20. How many Calories do a Cinnabon have?

- **730 calories**

21. How many Fat grams do a Minibon have?

- **11 fat grams**

22. How many Fat grams does a Cinnabon Stix have?

- **11 fat grams**

23. Cinnabon is re-frosted by how many ounce?

- **½ oz.**

24. Minibon is re-frosted by how many ounce?

- **¼ oz.**

25. What should be the Temperature of each rolls before boxing?

- **85 – 95 °F**

26. What does the 6 digit code represents?

- **Time the rolls was boxed**
- **Date after 24 hours**

27. Boxes are stocked no more than _____ high when storing or carrying.

- **3**

28. What is the cooling time for rolls before boxing?

- **30 mins**

29. Why do you use different utensils in serving rolls?

- **To avoid cross-contamination**

30. A term used in our recipe and product that is legally protected and found only at Cinnabon?

- **Proprietary Products**

Cold Drinks and Specialty Beverage

1. What are the ingredients and measurement in preparing one batch of Iced Tea?
 - Iced Tea = ~~3 cups~~ 5 cups }
 • Filtered Water = ~~24 cups~~ 20 cups 1:8
2. What are the ingredients and measurement in preparing one batch of Lemonade?
 - Lemonade = 3 cups }
 • Filtered Water = 24 cups 1:8
3. What are the ingredients and measurement in preparing one batch of Dalandan?
 - Dalandan = 5 cups }
 • Filtered Water = 20 cups 1:4
4. What is the shelf life of Iced Tea & Lemonade?
 - 3 days in the Chiller
5. What is the shelf life of Dalandan?
 - 5 days in the Chiller
6. What is the temperature of the juice in the juice dispenser?
 - Not more than 40°F
7. What are the ingredients and measurement in preparing Caramel Shake?
 - Caramel Ice Cream = 3 scoops (12oz)
 - Cold Milk = 3 oz
 - Whipped Cream = ½ oz.
8. What are the ingredients and measurement in preparing Dark Chocolate Shake?
 - Dark Chocolate Ice Cream = 3 scoops (12oz)
 - Cold Milk = 3 oz
 - Whipped Cream = ½ oz.
9. What are the ingredients and measurement in preparing Strawberry Chillattas?
 - Strawberry Frusia = ~~2 oz.~~ 3 oz
 - Fresh Milk = ~~3 oz.~~ 4 oz
 - Crushed Ice = up to the 1st ridge/full cup
 - Strawberry Frusia = 1/8 oz. (swirl inside cup 3 swirl & top drizzle 5-6 stripes)
 - Whipped Cream = ~~½ oz.~~
10. What are the ingredients and measurement in preparing Strawberry Banana Chillattas?
 - Strawberry Frusia syrup = 1 oz.
 - Banana Frusia syrup = 1 oz.
 - Fresh Milk = 3 oz.
 - Crushed Ice = up to the 1st ridge/full cup
 - Strawberry Frusia = 1/8 oz. (swirl inside cup 3 swirl & top drizzle 5-6 stripes)
 - Whipped Cream = ½ oz.
11. What are the ingredients and measurement in preparing Mango Chillattas?
 - Mango Frusia syrup = ~~2 oz.~~ 5 oz
 - Fresh Milk = 3 oz.
 - Crushed Ice = up to the 1st ridge/full cup
 - Mango Frusia syrup = 1/8 oz. (swirl inside cup 3 swirl & top drizzle 5-6 stripes)
 - Whipped Cream = ~~½ oz.~~

12. What are the ingredients and measurement in preparing Chocolate Mocha?

- Mochalatta Chill = ~~5~~ oz. 7 oz
- Decorgel Syrup = ~~1~~ oz 1.5 oz
- Crushed Ice = up to the 1st ridge/full cup
- Decorgel syrup = 1/8 oz. (swirl inside cup 3 swirl & top drizzle 5-6 stripes)
- Whipped Cream = 1/2 oz.

Mochalatta Chill

1. Mochalatta Chill is our signature beverage , made from what:

- Ghirardelli Chocolate
- Gourmet coffee
- Whole Milk

2. What are the dry ingredients in preparing one batch of Mochalatta Chill?

- Mochalatta Chill Powder = ~~14~~ oz. 15.5 oz
- Granulated Sugar = ~~16~~ oz. 14.5 oz

3. What are the wet ingredients in preparing one batch of Mochalatta Chill?

- Hot Water = 1 cup (8 oz.)
- Whole Milk = 4 Liters

4. What is the temperature of the water use in preparing Mochalatta Chill?

- 190°F

5. When do we discard the Mochalatta Chill and why?

- Once per week
- To stop bacterial growth

Coffee

1. What is the shelf life of coffee beans?
 - **Opened = 7 days**
 - **Unopened = 14 months**
2. What makes a great coffee?
 - **Water**
 - **Beans**
 - **Machine**
 - **Grind/Dose**
 - **People/Barista**
3. Give the 4 classification of beans?
 - **Varietal**
 - **Blends**
 - **Organic**
 - **Decaffeinated**
4. What are the cardinal rules – Coffee Freshness
 - **FIFO**
 - **Educate your Guests**
 - **Know your blends**
 - **Date everything**
 - **Use the oldest first**
 - **Do not mix dates**
5. Give the cupping qualities?
 - **Flavor**
 - **Aroma**
 - **Acidity**
 - **Body**
6. Shelf life of ground beans for espresso?
 - **30 mins**
7. How many grams of ground beans per shot?
 - **7 grams**
8. How many caffeine are there in a one shot/ dose of espresso
 - **80 – 100 mg**
9. The Coffee machine should provide the following:
 - **Amount of Water = 1.5 oz. per shot**
 - **Temperature of Water = 190 +/- 2 °F**
 - **Pressure = 132 psi**
 - **Brewing Time = 24 -26 sec**
10. It is a thick, strong coffee usually serves in a tiny cup.
 - **Espresso**
11. We called it as espresso shot with a touch of water (espresso to water)
 - **Americano**
12. Hot drink with 1/3 espresso; 1/3 steamed milk and 1/3 foam. It is typically garnished with chocolate powder on the foam and a choco stick place on the rim of the cup
 - **Cappuccino**
13. It is a single shot espresso and topped with foamy steamed milk.
 - **Café Latte**

COFFEE TRAINING

❖ SHELF LIFE OF COFFEE BEANS:

1. Opened Beans ⇒ 7 days
2. Unopened Beans ⇒ 14 months

❖ COFFEE THEORETICAL:

- A. 75 Producing countries spread over 4 continents:
 1. Brazil
 2. Columbia
 3. Indonesia
- B. Considered to be the second most valuable commodity in the world trade, second only to oil.
- C. Number one hot drink, world's most popular after water.
- D. The colder the climate, the greater coffee consumption.
- E. The Best Coffee is the "Blue Mountain Coffee of Jamaica".

Note: Used soda water to remove coffee stain.

❖ WHAT MAKES A GREAT COFFEE:

1. Water
2. Beans
3. Machine
4. Grind/Dose
5. People/Barista

❖ WATER SHOULD BE:

1. Filtered
2. Measured
3. Calibrated Temperature

❖ CAFFEINE FACTS:

1. 1.5 oz. shot of espresso contains 80-100mg of caffeine vs. regular 8 oz. cup with 100-150mg
2. A can of Coke has 37mg of caffeine while chocolate bar has 25mg.
3. The human body can only absorb 300mg of caffeine at a given time.

❖ BEAN CLASSIFICATIONS:

1. VARIETAL ⇒ one country of origin. Northern European roast
Ex. Costa Rica, Colombia, Sumatra and Kenya

2. BLENDS $\Rightarrow$ combines two or more varieties, more complex, more complete taste in a cup.
Ex. Mocha Java, Seattle's Best, Henny's, Tazza d'Oro
3. ORGANIC $\Rightarrow$ certified by Organic Group (OCIA) and SKAL as Coffee grown with organic fertilizer and pesticides.
4. DECAFFEINATED

❖ COFFEE FRESHNESS: (CARDINAL Rules)

1. FIFO $\Rightarrow$ First In, First Out
2. Educate your Guests
3. Know your blends
4. Date Everything
5. Use the oldest first
6. Do not mix dates

❖ CUPPING QUALITIES: (FAABs)

1. FLAVOR $\Rightarrow$ the taste of the tip of the tongue combined with aroma, acidity and body.
2. AROMA $\Rightarrow$ the smell of coffee. Experts say taste is 90% aroma. Aroma cannot be separated from acidity and flavor.
3. ACIDITY $\Rightarrow$ the pleasant tartness, snap, liveliness or twist the coffee leaves at the edges of you tongue.
4. BODY $\Rightarrow$ the sense of heaviness, richness and thickness at the back of the tongue when you swish the coffee around your mouth.

❖ THE GRIND AND DOSE

- $\Rightarrow$ should match the brewing method to achieve the right amount of extraction of coffee essence.
- $\Rightarrow$ Too much extraction = bitter brew
- $\Rightarrow$ Too little extraction = tasteless muddy water

❖ STANDARD FOR GROUND BEANS FOR ESPRESSO:

- $\Rightarrow$ Texture should be a ^{little} finer than white sugar but should not clump when rubbed between the thumb and finger.
- $\Rightarrow$ Dose: 7 grams per shot
- $\Rightarrow$ Ground beans in the ground chamber should be used within 30mins from grinding.
- $\Rightarrow$ Tamp till the ground are $\frac{1}{4}$ " from the rim of the portafilter.

❖ THE MACHINE ⇒ should provide the right:

1. Amount of water (yield: 1.5 oz./shot)
2. Temperature (190°F +/- 2°F) of water
3. Pressure (132psi)
4. Brewing time (24 -26 sec)

❖ TYPES OF ESPRESSO MACHINES:

1. Stove Top
2. Manual Electric
3. Semi-Automatic
4. Automatic
5. Fully-Automatic

❖ BREWING METHODS:

1. Turkish / Ibrik
2. Espresso / Moka
3. Melitta / Gold Filter
4. Auto Drip
5. French Press
6. Percolator
7. Open Pot
8. Toddy

❖ BREWING STANDARDS:

1. Drip coffee shelf-life: 2 hours
2. Always have regular and decaffeinated coffee available for both drip and espresso
3. FIFO
4. Equipment is clean and maintained to operational standards
5. Bean bins and drawers are cleaned and noted for freshness according to standards.

❖ COFFEE FRESHNESS GUIDELINES:

1. Sampler brick: 6 months in Café + 3 mos. With guest = 9 mos.
2. Valve bags: 4 mos. In Café + 2 mos. With guest = 6 mos.
3. Always open valve bags with the oldest roast date first.
4. Opened bags ⇒ 14 days
5. Label all opened bags with date opened, time of day and your name.
6. Do not mixed exposed dates and blend/varietals.
7. Suggestive sell all.

❖ COFFEE TERMS:

1. ESPRESSO

- ⇒ A thick, strong coffee usually served in a tiny cup.
- ⇒ Typically used as a base for a Coffee drink.
- ⇒

2. AMERICANO

- ⇒ Commonly called " Espresso Americano".
- ⇒ It's an espresso shot with a touch of water (espresso to water).

3. CAPPUCCINO

- ⇒ 1/3 espresso; 1/3 steamed milk and 1/3 foam.
- ⇒ Typically garnished with chocolate powder on the foam and a choco stick place on the rim of the cup.

4. CAFÉ LATTE

- ⇒ Quite similar to Cappuccino.
- ⇒ A typical "Yuppy" coffee beverage
- ⇒ A single shot espresso and topped with foamy steamed milk.

5. MOCHA LATTE

- ⇒ Typically a Café Latte with thick chocolate sauce.

6. ESPRESSO DOPPIO

- ⇒ Double shots of espresso.

7. ESPRESSO MACCHIATO

- ⇒ Single shot of espresso served in a small espresso cup and topped with steam milk

8. CON-PANNA

- ⇒ Single shot of espresso served with a dollop of whipped cream.

❖ VARIATIONS TO YOUR NORMAL COFFEE DRINKS:

- 1. With Sauce ⇒ pump & stir
- 2. With Syrup ⇒ dispense & stir
- 3. Cold ⇒ add ice and shaken (pour everything in the ice)
- 4. With Liqueur ⇒ Add coffee liqueur.

- 1 pump of sauce ⇒ 1/2 oz.
- 1 syrup squirt ⇒ 1/4 oz.

FOCUS BRAND AUDIT REVIEWER

FESTIVAL MALL CERTIFICATION

VALUES & VALUE PROPOSITION	
NO. OF WRAPS FOR CLASSIC NO. OF WRAPS FOR MINIBON	CLASSIC: 5 1/2 TO 6 1/2 WRAPS MINIBON: 3 1/2 TO 4 1/2 WRAPS
SIZE OF GAPPING BETWEEN WRAPS	LESS THAN 1/4 INCH BUT PREFERABLY 0"
REHEATING INSTRUCTION FOR CLASSIC	ONE ROLL FOR 30 - 40 SECS. ADD 10 SECS. FOR EACH ADDITIONAL ROLL
REHEATING INSTRUCTION FOR MINIBON AND STIX	15 TO 20 SECS., ADD 4 SECS. FOR EACH ADDITIONAL ROLL
REHEATING INSTRUCTION FOR STIX	3 MINS. IN OVEN, COOL DOWN FOR 1 MIN. THEN SERVE
AMOUNT OF FROSTING FOR CLASSIC AND MINIS	CLASSIC: 3/4 OZ MINIBON/CHOCU: 1/4 OZ
EXPIRATION OF ROLLS IN HOT PLATE (w/ TIME CLIPS)	30 MINS.
SERVING TEMP. ROLLS (TEMP. IN HOTPLATE) INCLUDING BON BITES	130 - 135 °F
AT LEAST ____ % OF INSIDE WRAPS APPEAR MOIST AND SHINY	<u>80%</u>
WEIGHT OF PECAN NUTS IN PECAN BON AND MINIPCAN	PECAN BON: 1/2 OZ MINIPCAN: 1/4 OZ } SAME WEIGHT CARAMEL FOR FROSTING
NO. OF WRAPS OF CINNABITES	2 1/2 WRAPS
SHELF LIFE OF BAKED STIX IN HOTPLATE	6 HOURS
SAVORY PRODUCT	JALAPEÑO BONBITES
ROTG SHELF LIFE	8 HRS OR AT THE END OF DAY WHICHEVER IS SOONER
REHEATING TIME OF ROTG	20 - 30 SECONDS

TEMP. ROTG PRIOR TO SERVING	135 - 155 °F
MINIMUM MATURITY OF DOUGH IN CHILLER	4 HOURS
MAXIMUM SHELF LIFE OF DOUGH	36 HOURS
SETTING OF HOT PROOFER HUMIDITY: TEMPERATURE	HUMIDITY: 80 - 85% TEMP: 105° - 110°F
HOW WILL YOU KNOW THAT THE THERMOMETER IS CALIBRATED	
TEMP. OF ROLLS AFTER BAKING	165 - 175 °F
BAKING TEMP. OF ROLLS. OR THE TEMP. OF OVEN	310 °F
TEMP. OF BONBITES AFTER BAKING	185° - 195 °F
SHELF LIFE OF DENISH DOUGH STIX	10 DAYS IN FREEZER
SHELF LIFE OF CCF	2 DAYS IN ROOM TEMP. 4 DAYS IN CHILLER
FLAVOR OF CCF	FLAVOR: CREAM CHEESE IS EVIDENT, BUT NOT DOMINANT AS IN CARROT CAKE FROSTING HINT OF LEMON & VANILLA FLAVORS
APPEARANCE OF CCF	LIGHT AND FLUFFY, NOT A GLAZE OFF WHITE IN COLOR
SHELF LIFE OF BSM	3 DAYS IN ROOM TEMP.
SCOOPER POSITION IN BSM INGREDIENT BIN	SCOOP HANDLE UP, NOT TOUCHING THE PRODUCT
2 WAYS TO COVER MIXTURE OF BSM	1. PLASTIC LINER IS PLACED ON TOP OF THE BIN W/THE LID CLOSED DURING OPERATION 2. AFTER OPERATION, PLASTIC LINER IS PLACED DIRECTLY ON TOP OF BIN WITH LID CLOSED

COOLING TEMP. OF ROLLS FOR CINNAPACKS	85°-95°F
COOLING TIME OF ROLLS FOR CINNAPACKS	WITHIN 1 HOUR HOLDING TIME WITH TIME CLIPS
FROSTING FOR CINNAPACKS	CLASSIC — 1/2 oz MINIBON — 1/4 oz
BOX EXPIRATION	24 HOURS
TEMP. OF MILK FOR COFFEE	150°F
HOLDING TIME OF COFFEE GROUND	30 MINS. (GRIND ON DEMAND ONLY.)
SHELF LIFE OF MOCHALATTA CHILL	7 DAYS
SERVING TEMP. OF MOCHALATTA	BELOW 40°F
HOW OFTEN DO WE DISCARD MOCHALATTA?	DISCARD ONCE PER WEEK TO STOP POTENTIAL BACTERIAL GROWTH
SANITATION TIME OF BLENDERS	MINIMUM OF EVERY 30 MINS.
HAND WASHING TIME	20 SECONDS OR MORE WITH HOT WATER AND SOAP