



Lakota Coffee Co.
24 South 9th Street
Columbia, MO 65201

573-874-2852 (Phone)
573-441-9101 (Fax)

Lakota Coffee Company & Roasters



Training Manual & Employee Handbook

Please do not be alarmed by the number of pages in this handbook. It is well spaced for easy reading and it has many documents and text that can just be scanned for familiarity. It also has many pages that are mostly pictures and diagrams. It is however loaded with information that you should know or be familiar with. There will be an "open-book" test on this material.



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LAKOTA PHONE LIST

Downtown Store 874-2852; 874-2855

Downtown Fax 441-9101

University Kiosk 884-4766

Boone Kiosk 815-3873

Numbers are in Order of Hierarchy

Owners (Emergencies Only):

Skip &/or Deb DuCharme... Home: 442-5036 Cell: 864-5059

General Manager... Andrew DuCharme... Cell: 864-8464

Roastmaster... Lee Eckel... Home: 219-9894 Cell: 529-0278

Shift Supervisors: (By Seniority)

Check the phone list in the main office for a list of current numbers.

Baristas: (By Seniority)

Check the phone list in the main office for a list of current numbers.

Other Important Numbers:

EMERGENCY 911

Columbia Police (Non-Emergency) 442-6131

Upper Crust 874-4044

Dixie Cream Donuts (573) 442-0886

B&B Bagels 442-5857

Hot Box Cookies (Fill in Orders Only) 777-8269

Glenn Gross (Repairs) 864-5646

Kelly Nicks (Repairs) 864-3215

Please try to resolve minor issues yourself. If you have exhausted your resources, go ahead and call a manager...



INTRODUCTION



Hello and welcome to Lakota Coffee Company and Roasters. By the time you sit down to read this, you will probably have already had a couple of interviews, been hired, had an orientation tour of the shop, and possibly some training behind the counter.

Congratulations on being hired and welcome aboard. My name is Lee Eckel and I have been Lakota's Coffee Roastmaster since 2002. I have built this online manual for Lakota to help our current staff and new hires to learn a thing or two about who we are and what we do, and to assist you in being knowledgeable enough to give excellent customer service.

This training is based on many years of experience in the specialty coffee industry, including input from the owners, the General Manager, myself, and suggestions from the staff. We hope you revisit it often, as it will continue to be a work in progress. The goal is to consistently improve our systems and training and ultimately make everyone's experience here at Lakota, the very best it can be.

This guide will also inform you of policies and procedures, things you must know, things you should know, and things that can't be tolerated.

We work hard to do a good job around here but we also have a lot of fun and you can too. This is an educational, exciting, fun-filled, and (usually!) an all around very pleasant atmosphere to work in. So learn, enjoy, and make some money too! The following excerpt is from the About Us page on Lakota Coffee's website. This is a quick bit of history on Lakota so that you will know how we came to be.

Lakota Coffee Company - About Us

Lakota Coffee Company opened in October of 1992. We are located in Columbia, Missouri on Ninth Street just north of the University of Missouri on the main avenue into the campus of the Tigers.

There has always been a special energy about college towns, the constant flow of youth and their creative ideas to right the world, all gathered into the "Dream Catcher" that will ultimately propel everything forward in years to come.

Columbia, Missouri, home to the Missouri Tigers, is fueled in part by The Lakota Coffee Company, a very special place to connect with friends over coffee or tea or through the high speed Internet connections. The 1920's original brick walls, hard wood plank floors, and hand crafted Old Hickory chairs, bar stools, and rockers, create a rustic western atmosphere to lure friends, converse, study and relax, amid the tempting aroma of fresh roasted coffee.

Lakota's owner, Skip DuCharme, became enamored with the coffee business when his brother took him to a roastery in Austin, TX. He saw that coffees came from all over the world and began sampling them regularly. He was hooked! This led to a passion for coffee that effectively removed him from corporate life and sent him on a year long journey to visit many coffee shops around the country.

From what he discovered, he created Lakota Coffee, founded on fresh roasted coffee, and inspired by the Seven Sacred Campfires, known as the Western or Teton Sioux, Lakota - meaning "friendly people". Lakota Coffee and the Sioux have always shared a love for great coffee and it's with that in mind that every cup is served.



Lakota is an authentic "small batch" or "micro roastery", an instant antidote to the big corporate coffee chains running rampant across the country. For us, coffee has become a labor of love whose ultimate success will always rely on dedication to quality. We purchase strictly Arabica coffee beans from superb mountain growing regions and estates all over the world.

We then hand roast the coffee beans with loving attention to the unique characteristics that each type can deliver. For over ten years, Lakota has delighted the palates of coffee lovers in Missouri and all across America with freshly roasted specialty coffees.

The New Hire Packet

If you haven't received your New Hire Packet, make sure that you get one from management and fill it out completely. Each document is important in order for you to RECEIVE YOUR PAYCHECK.

In the very near future, you will be able to download all Lakota documents from this special page: [Lakota Doc Page!](#) (Opens in its own window)

Getting Paid

We pay every other Tuesday. You are responsible for accurate time cards. Please make sure they are accurate and timely so we don't have any problems getting you paid on time. Thank you!

More details on this later...

Lakota's Training Program

There is quite a lot of information that needs to be absorbed here during training. Normally you will need 15-20 hours of training (3 or 4 training shifts), depending on your abilities. Being thoroughly trained is the key to enjoying your work here. One of our experienced baristas will teach you what's in each of our espresso based drinks and how to make them.

You'll learn what countries and regions our coffees come from and what to suggest if we happen to be out of something. You'll learn about our pastries and sandwiches, and we'll make sure you feel comfortable with the registers at the various locations that you may work.

You will need to learn the shift responsibilities for each location: Opening, Mid-shift, and Closing responsibilities. This will be a gradual step-by-step process. You will have plenty of help so relax, have fun, and soak it all up!

I will close this intro with our **Mission Statement**. Our intention is to be here for many more years, so we cannot afford to take this statement lightly. Please give it your most serious consideration.

LAKOTA'S MISSION STATEMENT

Our Mission at Lakota Coffee Company & Roasters is to Provide the Finest Fresh Roasted Coffee & Specialty Coffee Beverages, Pastries, & Sandwiches Available ANYWHERE, in a Warm, Clean, Relaxing Environment, with The Friendliest Customer Service In Town!



NOTE: At the end of this handbook you will find our "Test Your Knowledge" section containing a series of important test questions. You need to be able to answer these questions once you finish covering this material. You will not be allowed to work a shift alone until you have sent your completed test to us and been given a thumbs up!

This is your company handbook. It is available to you at all times online and through a downloadable PDF. Learning this material reasonably well can only be a huge benefit to everyone concerned. The better you know it, the more secure your employment will be, AND the happier everyone will be, *especially you!*



Lakota's Philosophy (Policies and Procedures)

OUR GUESTS:

Lakota's Customer Service Standards...

We would like people to remember their visit to Lakota for all the right reasons. In some cases, the only thing that separates one coffee house from the next is great customer service.

Lakota's customers should always receive the following:

- 1. Quick recognition...always be aware of the register area. If you have a line and someone looks impatient, say hello to them and tell them you'll be right with them. The wait doesn't seem near as long if your presence has been acknowledged.***
- 2. A warm smile and greeting... (Even if you're feeling a bit grumpy)***
- 3. An AMAZING cup of coffee, specialty coffee drink, or other food or pastry... (And service with a smile, even if they order six ice-cream drinks!)***
- 4. The answers to all of their questions, to the best of your ability; If you don't know, refer them to someone who does, if possible.***
- 5. Be sure to thank them for their business. They don't have to come here.***

NOTE: If you fail to be thankful when someone tips you, you're seriously shooting yourself AND your co-worker in the foot. Most people love to tip if they feel appreciated. If they don't, they won't! Do you know how much one great tipping customer can be worth to you in a year's time? It would be well worth your while to do the math.



ABOVE ALL, PLEASE TAKE GOOD CARE OF YOUR CUSTOMERS !!!

Please trust me when I tell you, our sincere efforts to please our guests and wholesale customers will get noticed. It can definitely spell the difference between success and failure. Without our happy customers we are all job hunting. Please make the habit of going the extra mile to keep them satisfied. When you do, you'll find yourself more satisfied too.

Our consistent objective here is to solve any customer problem in a friendly and efficient manner, resulting in the continued, long term patronage of that customer. Repeat business and positive word of mouth is the life blood of Lakota.

One disappointed or angry customer can cost you that sale and many others from the same person and all of his people that he discourages from coming in. It can literally mean thousands of dollars in lost revenue over time that would pay your check and put cash tips in your shift fund.

Remember: T I P S...To Insure Proper Service!

NOTE: *It is possible to be too helpful. Please don't smother your guests. Have you ever been served by someone who was so overly helpful and ridiculously happy, they reminded you of a Disney cartoon character? Didn't you just wanna slap-em? (Unless you're Amy Adams!) Be accommodating but use common sense. Try to be sensitive to the moods of our guests and treat them accordingly.*

YOUR FELLOW WORKERS

Please treat every member of the staff with the same respect you reserve for yourself, whether they deserve it or not. Fairness, tolerance, patience ... well, you get the idea. Just be nice.

If you have something unpleasant to say, say it to the person you have the problem with, not everyone else. (that is, after you've thought out the nicest way to handle it)

For instance, timing is important: Please don't let something stew for three or four days and then have a psychotic episode with this person when they are just starting their shift and you're going for an after shift beer. Remember what it's like to work when you're upset.

All I'm saying here is bite your tongue and wait for an appropriate time. Maybe better yet, get a second opinion from your manager or shift leader and maybe you won't have to handle it at all. By all means, if the problem seems too big then take it to management and we will deal with it. Regardless, use your head and wait until you are not upset to work out problems with co-workers.

THINGS WE JUST CAN'T DO (Intolerables)

Well, we don't like it but every company has to have this list. The following are grounds for dismissal:

1. SUBSTANCE ABUSE - The use of drugs or alcohol on the job is of course, a good way to get fired immediately. Please come to work clean and sober and stay that way. Coming to work hung-over day after day and letting your co-workers pick up the slack is also an effective way to find yourself job-hunting. Oh, and for crying out loud, please don't party yourself into oblivion when you have an opening shift the next morning...DUH!



2. NO SHOW, NO CALL, NO WAY! - All I can say is your alibi better be rock solid. Excessive tardiness is bad news for everyone as well. Being at work ten or fifteen minutes early is a great rule of thumb. Remember what it's like to watch the end of your shift come and go because your relief is late or MIA.
NOTE: Please remember - being ignorant of or misreading your schedule is no excuse for missing a shift, so please don't bother using that one. Knowing your schedule is your responsibility. We simply must have a reliable crew in order to stay in business.

3. DISHONESTY - Taking products home without first paying for them or pocketing cash out of the register? Well folks, no matter how you slice it, that's stealing. Please don't. Honesty pays much greater dividends anyway. Be honest with yourself, your management, your customers, and your co-workers. EVERYONE WINS!

NOTE: Effective immediately and forevermore, you must get a receipt for any drink and/or food order and place it in plain sight at whatever table you take. DO NOT ring up your own purchase or get your own pay-out. Have an on-duty barista do it for you. If you are working, have your co-worker ring up your purchase so that there are always two people involved in every transaction. That way there is never any question about whether or not you paid. The only exception to this rule: Members of the DuCharme family.

4. POOR TREATMENT - of guests or other persons that we do business with as well as co-workers and Management. This goes back to our favorite rule of thumb - just be nice. Practice being the kind of person that is nice and calm, even in the face of adversity, especially if you're not. Please don't argue with an irate customer - get a shift leader or manager if possible.

NOTE: If for whatever reason... you decide to send one of our customers screaming out the door, never to return... **Don't Get Caught.**

5. FAILING AT TEAMWORK - We are all on stage. How we perform together determines our overall success. Let's go for an ovation! If you don't work well with people then you need to work solitary grave yard shifts and.... well.... we don't have them.

6. CONSISTENTLY IGNORING OUR DRESS CODE -

DRESS CODE 9TH STREET:

Our dress code at the downtown store is very easy, but we do have some guidelines and they will be respected, one way or another. You may wear jeans but we want them to be clean and whole (not hole). Please don't show up in jeans that are more skin than jeans! (No holes is best...) Espresso does stain so a really nice blouse would probably be a mistake unless you wear an apron.

Please, please don't show up looking like something the cat dragged in, wearing clothes you found somewhere in your sofa. Coming in late, with your hair plastered to one side of your head and pillow creases still in your face is a dead give away. You may think I'm just being silly but we've actually seen it!

Ladies, (oh & men too!) let's not be too revealing O.K.? Having your rippling abs showing is O.K. somewhere else but it's not appropriate (or even safe) here. Please, no armpit hair via tank tops. We would like you to wear a belt. Your attire should leave you free to work without your pants falling down around your ankles!

It is a health code violation to wear open toed shoes. Please don't. Oh, and please bathe more than once a week whether you need it or not.

The bottom line as always: Dress in a way that is fun for you but still professional. You are neat and clean, and if anyone can smell you, it's because you smell really good (Sarah)! Your hair is well groomed, blah, blah, etc. You know the drill!



Fair warning: Failure to observe our easy dress code will lead to a stricter one in the future.

DRESS CODE UNIVERSITY:

We are required to wear khaki pants and a Lakota Logo shirt at all times at the University Kiosk. There are no exceptions to this rule. Your hair should be up and you must have a clean, professional look. You cannot have metal in your face (ears only) or visible tattoos. Your mentality should be that you are working for the hospital, not Lakota. What I'm saying here is that we must follow the same rules that the hospital staff follows.

NOTE: Adhering to the dress code at the University of Missouri Hospital kiosk has become absolutely mandatory. The kiosk at the hospital is of tremendous importance to all of us. Our staff at the University kiosk is relatively unsupervised at night (they think!) which leads some to believe it's alright to slack on the dress code. How do we know this? Because the hospital is full of sneaky little tattle-tales! Please adhere to the dress code at all times. We'll hear about it if you don't.

The dress code at the University is required by contract. Therefore, ignoring this simple, easy dress code puts our contract at risk, and has (by necessity) become grounds for dismissal.

3 Strikes - You're Out

Like all companies, we must cover some uncomfortable topics. No business will run without some form of disciplinary action. What we are trying to do is create a staff of great people that are so well trained and professional that this 3 strikes business never gets mentioned. Alas, for the time being here it is: This is our approach to breaches in our agreement outside of the INTOLERABLES above that can be grounds for immediate dismissal.

Ignoring our rather easy system of policies and procedures will get you "called onto the carpet" and we will have a chat about what happened. If there is simply no excuse for it then a report of the incident will be filed in your employee folder. This is your first strike.

You will be allowed one more "incident" after that, and the process will be repeated. This is strike two. If this happens a third time, we will probably need to part ways. Of course, there will be a discussion about the third strike to be certain that you are getting fair treatment.

Skip, Deb, Andrew, and I really don't care much for the whole corporate style disciplinary thing. As a matter of fact, I think all four of us have a bit of a rebellious streak that makes this section kind of distasteful for us, however, we do feel that better training will achieve our real goal of seldom (if ever) having to use this system.

We believe that good training can create a strong awareness of what's expected here so that we don't have to let people go. I've never known a manager yet, that enjoyed firing people, even when they deserved it.

This system is simple, direct, and hopefully fair, but its real purpose is to protect our excellent staff from the few who will inevitably say all the right things to get hired and then proceed to piss everyone off every day. We've put up with this in the past, but no more. So, if you aggravate your fellow workers on a regular basis, you need to know that your time here is short.



This will also help to remind some of our valuable veterans that they need to keep setting the example. When you've been around for awhile it's easy to get lazy.

Our veterans are our most valuable people and our plan for the near future is to be able to pay you better and provide some benefits. Make sure that you continue to support us so that we can accomplish that goal as quickly as possible.

This place is fun, but it's a LOT of work and we can't allow slackers to ruin the work environment for everyone else. This system will help us rid ourselves of those types before too much damage can be done.

Please don't slack!

SCHEDULING

1. YOUR SHIFT - Once again, it is 100% your responsibility to know when you are supposed to work. The schedule usually gets posted on Thursdays. We also email them but not everyone has email so the schedule that's posted at the store is a fail-safe.

Look at the schedule for the week and get a copy of it, put it in your organizer, or tattoo it somewhere obvious. Be sure to get approval from management for shift swaps or changes of any kind. If someone no shows on a shift that you were scheduled for, guess who's responsible?

Of course, all of our shifts are important but the morning shift sets the tone for the whole day. Don't work morning shifts if you're not a morning person. Please, please don't party late the night before an opening shift. Alert, well rested, cheerful, and absolutely ON-TIME workers is what the morning shift requires.

2. TARDINESS HAPPENS - Look, nearly everyone is late once in awhile, but what can really make your fellow workers steaming mad is when they don't even get a courtesy call. At least that way they know what's going on. It's your responsibility to be on time. That one time when everything goes wrong and you're running late, get your cell phone out and make the call. It's the right thing to do.

Under normal circumstances, please get to work early enough to have a smooth shift change. You should have time to say your hellos, find your pay-check, blow your nose, and go to the potty.

You know, just allow yourself a few moments to acclimate. Get a bite to eat before your shift, if you need to. Then, put the troubles of your world behind you and get on your game face *before* you step behind the counter to begin your shift.

You will find that everyone is much happier when you *"have your shift together"*, especially your own amazing self!

NOTE: *No matter what, if your co-worker doesn't show up on time (or at all), and there's no courtesy call, we need to know pronto! We can't fix it if we don't know it's broken!*

We simply will not tolerate persistent tardiness.

3. VACATIONS - It really is important for you to request your time off in advance. Do your best but we would like to have at least one-month notice. Scheduling is a tough job, tougher still with unpleasant surprises. Please remember that only a supervisor can cover a supervisor's shift.

4. REQUESTING TIME OFF - Requesting time off cannot be verbal. Please record it in the "request off book". Remember, *it's a request until it's approved*. We will do our best to accommodate you. We must have as much notice as you can reasonably give us (for obvious reasons).



Holiday Breaks: Requests for more than a week off are very tricky and need management approval. Please keep in mind that what you're asking ***may not always be possible.***

Summer Break: If you are leaving for more than 3 weeks at a time you need to talk to management for two reasons.

1. We need enough time to cover your shifts...

2. So that we can gather information needed to actually guarantee you that many consecutive days off.

Once again: Please be advised that granting your request ***may not be possible.***

Here are the guidelines for using "The Request Off Book":

- Make sure all shift changes are approved by Ettie or management.
- A shift supervisor must be on duty at all times.
- On any given day, only the first four people in the request off book will be guaranteed to have the day off.
- The request off book is simply that. It's a "request"; it's not a guarantee or anything of the sort. You must check the schedule to know for sure.
- If you leave town and forget to request off, that results in what we call a "No call, No show". This is a huge no, no, and will likely get you fired without a warning. Please don't do that! PLEASE make sure you have requested off EVERY day you plan on being gone. You are more than welcome to try and get the shift covered if you need more time, but if management's weekend plans are ruined because of your irresponsibility??!! Well, you get the picture...
- If you're leaving for more than four days let Ettie or Management know ahead of time.
- We will have a holiday request off list so the same people won't get every holiday off. You may have to choose between Thanksgiving and Christmas and so on.
- If you are stuck out of town, the shift is still your responsibility. If this happens, don't call us an hour before the shift and go....um well I am stuck in St. Louis and my car broke down. This is grounds for dismissal.
- It's not acceptable to demand only downtown shifts unless it's been approved.

5. ILLNESS - Coming up with tickets to your favorite concert is not a good reason to call and tell us you have the flu. Nor is a self inflicted illness, such as a hangover.

IN CONCLUSION: We cannot stress enough the importance of being reliable. Tell us the truth about your situation and do the best you can to fill your own shift. If you can't, then show up and tough your way through until someone relieves you. We're asking you to be 100% mature and responsible for working every one of your scheduled shifts unless you are seriously ill.



I'm giving fair warning to all would-be employees of Lakota:

Do not continue with the hiring and training process if you are not reliable. It will just be a huge waste of everyone's time. We will very quickly rid ourselves of people who don't show up for work. The list of resultant headaches are really bad news for everyone concerned and training new people is very expensive. Enough said.

CUSTOMER RELATIONS

You have just created the most perfectly mouth watering, sent straight from heaven Latte; I mean this is God's perfect gift of coffee delivered to the world through your loving hands. You notice a slight glow over the drink as you hand it over to your customer with great pride and the perfect gracious attitude of service well performed.

A few minutes pass and much to your horror, the person returns saying - "Excuse me but this is made wrong and I don't like it."

O.K., In your mind this person is dead wrong, I mean wrong to the point of serious delusion, and for what possible reason?

A. Craving a machine Latte from Break time?

B. Just enjoys bitching?

C. Wouldn't know a coffee miracle if it bit-em in the backside...?

The fact is - it doesn't really matter. Out of all the people we serve, you can count on a small percentage of them being ignorant of coffee perfection. Plus, it's important to remember that everyone has different tastes, so please don't make the customer wrong, at least not out loud.

We stand behind our products with a refund or replacement. Even though YOU and I know the drink was perfect, we also stand behind our commitment to pleasing our customers. Your grim responsibility at this point is to soothe and smooth, first yourself (quickly), then the customer in question. It's time to bite your tongue and rise above.

"I'd be happy to remake that for you. Can you tell me how you'd like it made?"

Okay, Okay, I know, this is probably a tough call. If you're saying something like this *while* you're biting your tongue, you'll probably sound like you have a sock in your mouth anyway. The point is to be as sweet about it as you possible can.

During my many years in the bar and restaurant industry, I gradually trained myself to look at these situations as opportunities to tolerantly and patiently come from an attitude of service. I don't know if that helps you or not but it served me much better than letting myself get all twisted. I also noticed that people threw a lot of cash my way.

PROBLEM PEOPLE

As It Turns Out, The Customer is NOT Always Right!

It's bound to happen. It's probably inevitable. Someone is going to come in to Lakota and push every button you've got and some you didn't know you had. They may be obnoxious, loud, drunk, homeless, or mentally disturbed.



If and when this happens, just get a manager. If no manager is available and you are on your own, then just quietly accommodate them to the best of your ability.

If for one second you think the problem is beyond you or that you are in danger, just pick up the phone and make the call. We have emergency numbers posted. Know where they are and don't hesitate to make a 911 call if you feel imperiled. No sense in getting your face ripped off if you can make a simple phone call instead.

DEALING WITH CAMPERS

Almost everyday at one time or another, we have to deal with a "Camper". You mean they pitch a tent? No, no, this is a person who sits at one of our tables for hours, drinking water or horking down food from a sack lunch or from someone else's business.

If someone is taking up a table but does not have a product of ours, ask them how they are doing and if you can get them anything... kind of act as a wait person. No need in pressing too much if we're slow but check back occasionally, so that they get the point that it's not okay to take up our real estate without buying anything. Please don't be rude to them but at some point you may have to be pretty blunt, especially when we're busy.

Something like this might be good: (quietly...)

"We're coming into our busy time of day and we really need to clear tables for our guests who want Lakota products. Is there anything that I can get you?"

You are free to come up with an approach that you feel comfortable with but we need to get the point across without being rude. No sense in upsetting anyone if we don't have to. The hope is that they will buy something, be impressed with the customer service, and come back to us again.

THE STREET SCENE

We've had ongoing problems for years with a number of people who hang out right in front of the store. It's great to look busy but sometimes we get an intimidating element congregating right in our doorway and unfortunately they aren't always paying customers.

The element I'm speaking of is a collection of homeless people, street kids, starving artists and musicians, etc. To top it off, they often have a whole family of dogs with them. This problem can get really out of hand during the summer months, especially in the afternoon and at night.

Here are the problems created by some of these people:

1. The homeless often use our bathrooms to bathe. You can usually tell by the way they look, the length of time they tie up our bathrooms, and of course, several gallons of water on the floor.
2. Unfortunately, some of these folks have no regard for our facilities and will totally trash the place, inside and out.
3. They drink our water and then leave the glasses out in front of the store... or steal them.
4. They are sometimes intimidating to the people who *would have been customers*. They are often dirty, smelly, and foul. I've seen people turn around and go the other direction when this crowd is unusually "active", especially if they had children with them.



5. They may purchase a bottomless cup and hand it off to friends when they leave.

6. Last but not least, (if allowed) they take up tables & chairs, indoors & out, and generally piss our regular customers off.

It's not our job to judge people and their chosen lifestyles but this can become a real nuisance. The bottom line? It's really not good for business. The other problem is that there doesn't seem to be any "comfortable" solution. That being said, you still need to know that it's the responsibility of every person on every shift to monitor the street scene and make sure we keep it at a low roar!

How can we do this?

1. Make frequent trips out front when there is a break in the action. Bus the area and sweep if necessary. While you're out there you'll get a feel for what's going on, who's hanging around, and you'll gain some awareness of potential problem people.

2. If you feel like things are heating up too much AND you're comfortable with it, ask people who are just hanging out to please move on. This is especially important if they are taking our tables and chairs and/or congregating right in front of the door. Just be light and casual but firm, and let them know that we're trying to run a business and that our tables and chairs are for paying customers. If you do this, it must be done without a hint of holier than thou "attitude".

3. If you don't have THAT much confidence in your people skills, call 442-3161 and describe the situation to the police. Let them know that you need help. They can drive by and break things up.

4. Of course 911 is the option if there is violence or any dangerous situation brewing.

5. We are not asking you to be a bouncer. If you feel you are putting yourself in harms way - DON'T. Just make the call and stay uninvolved with the crowd.

With steady monitoring by management and staff, this problem usually goes away or at least is greatly diminished. Any new ideas about how to better control this problem will be appreciated. Thank you.

NOTE: In an effort to avoid too many rules and regulations, we allow smoke breaks out front, but when you do, please take the opportunity to assess the situation out front and tidy things up a bit when you're done. Clean up the cigarette butts and trash on your way back in to the building.

We also ask that you smoke as far from our front door as you can. (Without actually leaving town!) It's actually kind of humorous that our city smoking ordinance puts the required distance from the front door at 25 feet. If that was observed, everyone would be smoking in the middle of the street. Anyway, please use discretion when mingling out front with *whomever*.

Absolutely do not allow yourself to be drawn into a confrontation, on-shift or not.

We have had some really nasty (and totally unnecessary) little situations arise from our employees getting involved in arguments out front. Don't get involved. Just walk away and make the necessary phone call before things get out of hand!



THE TELEPHONE

The way we answer the phone says everything about who we are. Please answer the phone like so:

"Lakota Coffee Company, this is..."

Telling someone who they are talking to is professional and polite. It's short but it gives everyone that calls the first two things they really need to know - yes, I called the right number and yes, I know who I'm speaking to.

Please don't do laps around the building looking for someone who's wanted on the phone. No, no, no, don't come clear down to the basement to let someone know there's a call! Unless it's an emergency, please just take a message.

If we're in plain sight or you know we're handy, please give us the option NOT to take the call. How? "You need Skip? Hold on for a second please, let me see if he's available..." Then press TRANSFER to put the call on hold. Otherwise, they'll hear the whole conversation and ...well... that probably wouldn't be good.

Inform Skip who the caller is and let Skip tell you if he's available or not. Also, please, please, get in the habit of asking whose calling. That way, when you tell someone they have a call, you can also tell them who it is.

Obviously, you're level of busyness determines how you'll handle the phone. If you're in the weeds, take a quick message but please make sure it's legible. It's a serious waste of time otherwise. If you have no time to screen calls, just patch it through to the roasting area or the office...customer service is more important.

If you're really up to your eyeballs in alligators, let our voice mail system answer the phone. That's why we have it! Please do not use Lakota's phone for non-Lakota stuff! Please do your texting and calling when you're on a break.

TAKING PHONE ORDERS

We have a form for taking wholesale or mail orders by phone. There is one form that is double-sided. It's imperative that you learn how to use it properly. Even though it's simple and self explanatory, it's one of the most misused forms we have.

Once again, if you're too busy, defer the call to someone in back, if possible. If you're NOT busy, please do NOT defer the call just so you don't have to take the order. The first question you should ask when you get this kind of a call is: "Is this a mail order or a wholesale order?" Their answer tells you which side of the form to use.

Then simply work your way down the form blank by blank until everything is filled in legibly. If I can't read it, well shucks, it's kind of worthless. ALL of the information I request on this form is needed to properly fulfill the order.

I just LOVE it when you write your name in the space provided because then I know WHO to ask if I'm unsure about anything! Please make sure the form is on the correct side, legible, and complete. I will be deeply grateful to those who get it right! Here, let me be grateful in advance: Thank you, Thank you, Thank you!

Ditto for catering orders! A catering can be a disaster if the information isn't crisp and clean. The double sided order form is displayed below: (filled out properly!)



WHOLESALE...ONLY

WHOLESALE ORDER FORM

PLEASE USE THE CORRECT SIDE OF THIS FORM AND FILL ALL INFORMATION NEATLY SO I CAN READ IT! PLEASE PLEASE...?!

WHAT COMPANY IS THIS FOR ?

UPPERCRUST (ELM OR GREEN MEADOWS?)

WHO CALLED?

Michelle

PHONE NUMBER:

874-2222

THIS SIDE IS
ONLY FOR
WHOLESALE!

YOUR NAME:

John

(I NEED TO KNOW WHO TOOK THIS ORDER ?)

WHEN DO THEY NEED IT?

Wednesday 3/26

REMAND THEM TO GIVE US SOME NOTICE.....

# OF LBS?	WHAT KIND OF COFFEE?	WHAT GRIND?	1 POUND BAG?	4 POUND BAG?
12	House	Drip		✓
4	Dec House	Drip		✓
4	Espresso	WB		✓
1	Hazelnut	Drip	✓	
1	S. Pecan	WB	✓	



MAIL ORDER...MAIL ORDER...MAIL ORDER...MAIL ORDER INFORMATION

PLEASE USE THE CORRECT SIDE OF THIS FORM AND FILL ALL
INFORMATION NEATLY SO I CAN READ IT! PLEASE PLEASE...?!

INFORMATION ON FILE ? YES/NO (Circled)
(ASK THE CUSTOMER...)

CUSTOMERS NAME JOE JAVA

TELEPHONE (573) 874-2222

SHIP TO-ADDRESS 24 S. NINTH St.

Columbia, MO 65201

LEGIBLE CREDIT CARD # 0000-0000-0000-0000

LEGIBLE EXP DATE 03/12

**THIS
SIDE IS
FOR
MAIL
ORDER!**

HOW MANY POUNDS?	WHAT KIND OF COFFEE DO THEY WANT?	HOW DO THEY WANT IT GROUND?
3	Kenya	Drip
1	Espresso	WB
1	Dec Sum	Drip



HANDLING VARIOUS COFFEE ORDERS

We have several different kinds of accounts. Some of our "Wholesale Accounts", like Upper Crust, HyVee, and Dixie Crème, have more than one location. When you get calls from them, you need to remember to ask which location it is and make sure you put that on the same line next to the name of the company:

Upper Crust – Elm, Upper Crust - Green Meadows, Hyvee #1, #2, #3... You get the idea.

We also have some wholesale accounts, like Tellers, Main Squeeze, and Cafe Berlin, that may place an emergency order on a weekend when you are the only one around to fill it. Please don't let them take large amounts of coffee out with zero notice like that. It's too much work for you, especially if you're busy, and it may leave the store short of coffee for the weekend.

Just ask them what will get them through the weekend and set it up for them. You must remember to fill out a quick note about exactly what you set up for them and put it on my bulletin board. The bulletin board behind the roaster is the **ONLY** place you should post notes or orders for the roasting area. If you forget to do this, then we just gave that coffee away!

On larger wholesale orders that are to be picked up, they will always be on the railing next to the roaster or in boxes on the floor in front of the retail section. Usually, the customer will just come and pick it up and go because they pay us from the invoice.

Occasionally a wholesale customer may want to pay up front on their way out. Wholesale orders shouldn't be rung up so just put the check or cash underneath the drawer and include a note with it so you'll remember what it's for. Then just stick it in your deposit bag at the end of your shift.

In addition, we have some "Discount Orders" for some of the offices around town. Hines Law Firm is an example. They fax the order in and we prepare it and leave it next to the register with a sticky note attached, showing the price you will charge when they pick it up.

We also do some "Special Orders". For instance, I will prepare any kind of Flavored Decaf that a customer may want. (We don't stock these) I also do some "Special Roasts". Usually, these will be prepared and set up next to the register to be picked up. There should always be a sticky note with the order, explaining what you will charge them for it, or the order will have a credit card slip and/or register receipt attached showing clearly that the order has already been paid for.

If someone places a special order with you, just write it up, including contact information and any special instructions they may share with you, and stick it on my bulletin board. In the near future, we plan to create a small book or cheat-sheet to put near the register that will list and explain each of our various accounts and how they are handled.

Okay!

Now it's time to move onto the next section, beginning with PROFESSIONALISM!

Carry on!



PROFESSIONALISM

Professionalism is really just an awesome attitude. This attitude is naturally tailored to fit your involvement in each work-place scenario. Because of its inherent value in the work place, professionalism is very highly prized. It is an attitude that, once adopted, can transform a person of most any age or experience level into a highly respected and valued asset.

We are always looking for professionals and we will continue to do so until our staff is nothing but! *We are also asking you to BE a professional whether you are one now or not...*

Professionals - What they do:

- * Professionals keep on learning, growing, and improving, at virtually every thing they do. They are creative, energetic, and alert. They are self-starters.
- * Professionals LOOK professional. They are neat and clean and have a tendency to smile a lot because they feel pretty good about themselves. Most people who don't think they have this quality just don't realize that no matter what their life experience may have been thus far, they can change their mind about it. Feeling good about you and being a professional are decisions.
- * A professional finds ways to be productive when there are no customers in the house. That time is great for cleaning, preparing for the next rush, busing tables, sweeping the floors, checking stock.....and best of all; they don't need to be told.
- * Professionals in a service oriented business understand that this is our house and our customers are our guests. They know that one of our most important functions is to manipulate the atmosphere with our guests in mind. Music, heating & air-conditioning, lighting, and even the volume of our voices and topics of conversation should be adjusted in the best interests of our crowd.
- * A professional will do their very best to make a drink whether it's on the menu or not. A bartender won't ever refuse to make you a drink just because it's not on "the menu". Our menu is expandable to whatever we can make with the ingredients we have at our disposal. Have the customer explain what's in the drink they want and price it comparably with a similar drink that IS on our menu. A professional keeps potential customers in the building. That customer will come back time and time again because you gave them special treatment!
- * Professionals do not talk about pay or complain about work in ear shot of their guests. (Sound carries quite well here!) Nor do they allow themselves to be lured into an argument with a patron regardless of the subject matter!
- * Professionals have more than one speed. When there is a rush, they like it, and know how to step up their game to the next level. They know how and when to hustle!
- * Professionals understand that working in their chosen area is about gaining experience and self-improvement, regardless of seniority or pay level. Of course, money is very important but few really successful people are driven by money alone. They are driven by enthusiasm for whatever they have chosen to do. It may not be perfect but it's seen as a stepping stone.
- * Professionals have dignity and treat others with respect. They don't waste their time judging others and gossiping. They consciously choose to focus on positive subjects and would rather have a good laugh than spend the day whining.
- * Professionals do their very best to leave work at work and home at home.
- * Professionals work on their people skills. Being here is an outstanding opportunity to do just that. Taking advantage of this opportunity will pay powerful dividends for a lifetime.

NOTE: *If you ever wonder about the respectability of being a barista, consider Europe, where the average age of a barista is 35! It is a very highly admired and respected profession and is widely undertaken as a career.*



ATMOSPHERE

Part of what we do at Lakota is to manipulate the environment to suit the needs of our guests. What? You mean your first priority is to make sure OTHER people are comfortable? That's correct.

Please put the comfort of our guests first!

Temperature: Always, always try to keep the heat and air-conditioning at a level that is comfortable to our guests who are for the most part just sitting. Our level of activity will at times make us run warm. Please don't let your guests get hot or cold, so you can be just right!

Music: We have XM radio for our music selections. Our music is meant to be heard gently in the BACK GROUND. The hard truth is that our music is not meant for you to JAM through while you're at work. Your moods must take a back seat to the selections we feel are best for our guests.

Through much experience, we've settled on music from opening until noon that is fairly tame. We don't want anything distracting; nothing hard core. Please, only "soft jazz", acoustics, or classical (no opera), in the mornings.

Just keep it light!

As the day matures, you can play some classic rock, jazz, some alternative, etc, but keep the volume to a low roar. We have yet to arrive at the perfect volume for different times of day.

Please stick to the guidelines we have, for now. They will expand as we learn more about the selections we have available on XM radio. Your input is welcome but we are done with the whole me-first approach to music selection! This has been a problem for years. Please don't test us on this. Enough for now.

SLOW TIMES

You will find the need to use slow times as windows of opportunity to get things done. Chances are you should be cleaning instead of leaning!

This can be a very busy place but each and every shift has its side duties that must be done before you leave the building, regardless of how busy you were during the course of your shift.

What you fail to get done on your shift falls to your co-workers on the next shift. All hell breaks loose for them when you dump your un-performed duties on them. To prevent this type of neglect, we are implementing a checklist system that must be double-checked by a manager or shift leader before you leave for the day. It will be signed and placed on the office desk. This will let us know if the work was done AND how well it was done. (Or not!)

When you have an opening, get a bar towel and wipe down empty tables and chairs, dust the lamps, Windex the glass door and hardware. Pull the bar stools out and sweep. Bus tables and clear dirty dishes from occupied tables. (With a big smile!) You'll notice that our guests really appreciate the extra attention! Tidy up the bathrooms! Pick trash up off the floor...

Our quieter times are also great for whipping the store back into shape. Through the course of the day, our tables and chairs get moved around a lot. Use our [Floor Plan and Seating Chart](#) to get things back in order as you sweep and tidy up!

Many of the re-stocking duties fall on the night shift. However it is everyone's responsibility to help out and restock as the day progresses. Take note of what needs restocking and get after it.



Sysco Orders: When the Sysco order shows up, hop to and help out. It's part of your responsibility if you're not too busy. It's a big job for one person but it goes really fast with a little team work. Generally putting the Sysco order away falls to whoever is available, so don't hesitate to pitch in when you can!

If you need to stay close by, you can help out by pulling all of the items that go behind the bar or in the refrigerator. Also, if no one is around you'll need to rotate the frozen goods into the freezer downstairs. If you don't have time, make sure someone else gets on it before things thaw out too much.

All said and done, you'll be surprised how the small things make such a big difference when everyone forms the habit of helping out! Your co-workers will LOVE you when you leave them a well-stocked, clean, and organized work space.

And we will too!

EMPLOYEE DISCOUNTS

As an employee you will receive a discount on products here at Lakota. Here are the current discounts:

Espresso Drinks: One shift drink at no charge, 50% off any other time - on shift or off.

Bulk Coffee: We pay wholesale price for coffee and 50% off for "day old" coffees on the coffee wall.

Travel Mugs: 40% off on our nice travel mugs...

Naked Juice: You pay our cost @ \$2.10 + tax!

Merchandise Wall: Please check with management for discounts on our merchandise wall...

Food: 40% off on soups and sandwiches ANYTIME...We are also entitled to one free day old pastry per day...

These are valuable discounts that we offer as a benefit for working here. Companies take tremendous losses due to theft. Not even paying your discount price is just another form of stealing. Please don't do this.

Please: No sweetheart discounts! You know; when you give your discount to your friends, family, or "sweetheart".

When you purchase something you MUST keep the receipt so that the staff and management knows you have paid for your product, i.e. if you buy a sandwich and soda, keep the receipt next to your meal so that it's easily visible.

If you are having a coffee drink or pastry, please keep the receipt next to your item so that it is easily visible. I know, I know, it's not my favorite either, but it's a necessary annoyance. This just says, yes I paid, and yes, I paid the appropriate discounted price!

It's uncomfortable for us to ask and for you to be asked, so please make light of this. Stick it to your forehead or whatever...but don't be a whiner... just put it out there!

Please practice this at all times; On Shift or Off Duty!



OFF DUTY EMPLOYEES

We have been very lax on this subject and finally have to implement the following rule:

If you are not working, going behind the bar is done **ONLY** with the Barista's permission. Ask permission and just let them know what you're up to. Once you've done that, you may come back and make yourself your favorite drink, your way. The only other reason might be to grab your paycheck.

You are not allowed to go behind the bar to grab a pastry, make yourself a sandwich, or shoot the breeze **when we are busy**. It looks bad when we have customers waiting in line and you blast behind the bar like it's your kitchen at home. Our guests don't know you're not on the clock; they just see that they're not being served. Most companies don't allow off-duty employees to come into the work area at all.

When you have what you need, **don't check yourself out**. You must pay a working employee so that two people are always involved in the transaction. No one, besides working employees should be in the register anyway. If we're swamped, you must stand in line with our guests.

If you're staying here to eat or whatever; this is when you take your receipt from the transaction and place it on the table or counter in plain sight next to your purchase. We want Lakota to be a fun, happy place, without too many strict rules and regulations, but customer service must always come first.

If this rule is ignored, we'll be forced to come up with a stricter policy in the future. We'd rather not!

ON SAFETY AND COMMON SENSE

The best way I know to stay safe is to PAY ATTENTION and use COMMON SENSE. Sounds simple enough, huh?

I've known a few people in my lifetime that clearly had no common sense. But it's not a perfect world so even those of us who do, forget to use it once in awhile. Sometimes, when we're lucky, it doesn't cost us anything but some embarrassment. Other times it can be tragic.

Common sense is free. It is one of those wonderful gifts from, well... wherever gifts come from. Let's be wise and use it. All this really entails is thinking about everything you do, if only for a moment, before you do it. Take care in your handling of hot water, glassware, or anything, potentially hazardous. We are working on gradually de-chemical-izing (it's a word now) the place but it's a process.

The chemicals we do use for various reasons should be handled with care. It wouldn't hurt to read the labels and be sure that we are using, storing, and handling these products properly. We also have some equipment that you will be trained to use. Please don't use the meat slicer, coffee grinders, or any other potentially dangerous tools of the trade until you are adequately trained.

The back landing, steps, and basement offer some hazardous terrain. I know we're all adults so all I'm saying is watch your step. The building that houses Lakota is a hundred years old and you can really see that when you're in the basement.

The only other safety issue that needs to be addressed is the amount of lifting we all do at Lakota Coffee Company. In a days work, you may lift boxes, bags, and coffee buckets weighing from 20-50 pounds or more. The coffee bags are usually my territory but they weigh in at 132-152 pounds. A person with poor posture can hurt their back just bending over, so it's important to make sure you know how to lift.



PROPER LIFTING



DON'T STACK HIGHER THAN EYE LEVEL.



PARTNERS IN SAFETY AND LOSS CONTROL

IF IT'S TOO BIG, BULKY OR HEAVY GET HELP!

SAMPLE

ORDER #GG78

glenn graphics 201-942-5011

This may seem a bit over-protective but lower back injuries can cause excruciating pain and continue to haunt you for years. Do all of your lifting even for lighter items as shown in the diagram and you will have a healthy back for life.





Welcome to The Amazing World of Coffee!

An Exploration and An Education...

Now that we've explained Lakota's philosophy on some of the more important issues, we're ready for some serious coffee training.

This online version of this training manual resides within the address of our coffee information website. It's called Specialty-Coffee-Advisor.com (**Hereafter referred to as SCA**) and it's designed to supply free information to our prospective customers through search engines, based on key-word-focused content.

As an example, just open your browser and type in the search term "world's best coffee". Google and most other search engines will show SCA in the number one spot. Worlds Best Coffee and several other solid keyword search terms supply Lakota Coffee Company with a small but steady flow of new customers for retail and wholesale coffee.

The reason I'm explaining this to you, is that the content that I've created for our customers is exactly what we want you to learn and know.

I think you will enjoy exploring "The Amazing World of Coffee". It really is quite fascinating! The site has been designed to be an easy and enjoyable read. I hope you find it so!

Note: *There is a significant amount of content on each of the pages from SCA. I have highlighted the information that is clearly designed for the benefit of our prospects. You may read it or skip over it as you please. We just want you to be knowledgeable about coffee.*

Kick back, get yourself a coffee or tea and read up! It is important that you know this material reasonably well because it will help you immensely in providing excellent service to our customers. There will be random questions from all of these pages to test your knowledge of this material. **Again for clarity; it is not necessary to read the highlighted material but it certainly won't hurt.**

Quick Links to The Amazing World of Coffee!

SO! Do you have your hiking boots on? Here we go...

We'll begin our journey with a look into some fun facts & coffee history... It's not necessary to learn this information, although it's good stuff to know. It's presented here for your enjoyment...

One of the most interesting facts in the history of coffee is that wherever it has been introduced it has spelled revolution. It has been the world's most radical drink in that its function has always been to make people think. And when people begin to think, they become dangerous to tyrants and to foes of liberty of thought and action...

William Ukers

From his book - All About Coffee



America's love affair with coffee began officially at the Boston Tea Party. Shortly afterward, to protest the British Crown's Tea Tax, the Continental Congress declared coffee to be the country's national beverage. This may be why, to this day, it's difficult to find anything but "instant coffee" in Great Britain!

The story of coffee would make an epic film. It is a story of sacrifice, seduction, controversy, political intrigue and religious persecution involving thieves, saboteurs, savage rulers, sleepy monks, songs and pirouetting goats. It's a great mixture of fact and fantasy, just like real life.

Now a few of the more interesting excerpts from that colorful history: (From Specialty-Coffee-Advisor)

Some Fun Facts & A Bit of Coffee History... (SCA)

...coffee information, coffee history, trivia, and other fun-entertaining coffee stuff!

COFFEE ORIGINS

Despite petty squabbles about "where" and "when", most agree that coffee had been used as a beverage and/or food in Ethiopia long before the stories of its "discovery" began to circulate. With that in mind, however, no self-respecting coffee site would be complete without including the fable about how coffee was discovered. I've embellished somewhat, but here goes:

Once upon a time, on a planet far, far away, uh, err, I mean to say in a distant country called Ethiopia, there was an excellent goat herder named Kaldi, who suddenly awakened from a rather distressing dream to discover his goats behaving quite conspicuously. One of his old bucks was kicking up dust and cavorting around like a kid goat and the rest of the herd, well they just weren't at all themselves. (In a good way!)

Upon further investigation he discovered that they were quickly and happily consuming the berries of a native bush. Still recovering from his depressing dream, Kaldi, pinching himself to make sure he really was awake, decided that what's obviously good for the goat must be good for the goat herder. He thus descended upon the bush with abandon, gulping berries with unbridled enthusiasm!

Soon he became full of vigor, completely forgetting his bad dream, and joined in the happy dance with his goats. It would have been a sad thing that day if Kaldi had taken this discovery to his grave but, thankfully, fate took a much kinder twist.

One fine day a monk happened by to discover a mesmerizing ballet of sorts going on with Kaldi and his goats. In his astonishment, he questioned Kaldi in regards to the origin of such riotous celebration. Kaldi joyfully shared the story of the bush and the magical berries.

The monk, being a wise old soul, perceived the magical enlightening berries as a divine revelation of sorts, a gift from God as it were, solving his problem of falling sound asleep during meditation. He saw it as a way to help his brothers solve similar problems with focus and concentration desperately needed during long hours on the... uh... the internet! Yeh, that's it!

He then spent many days experimenting with the cleaning, drying, and grinding of the berries and the making of a "tea". Thus, Kaldi and the wise old monk, however inadvertently, gave the priceless gift of coffee to the world!

(Well, I did warn you that I embellished!)



BEANS ABOUT COFFEE (SCA)

A coffee tree produces an average of one and a half to two pounds of coffee per year. That represents from 3 to 4 thousand hand picked coffee cherries and 6 to 8 thousand coffee beans. (A normal cherry contains two beans but ten percent of the time the cherry contains only one bean: the mystical and highly prized pea berry!) How's that for exciting coffee information?

Now just let me get out my calculator here: Let's say 1.5 pounds yield per tree, per year. 2.4 billion pounds of coffee are sold annually in the U.S. alone. That means that approximately 1.6 billion trees are required annually just to supply the U.S. When people say it's a small world, well it just makes you wonder.

Coffee sacks are among the many outstanding products made of hemp. It takes over 600,000 coffee beans to fill a 150-pound sack! (Please do not try smoking a coffee sack. It's not the right species of hemp and will probably give you a wicked headache or worse!)

If you were good at picking coffee, your work would yield about 10 baskets of coffee cherries per day, about 60 pounds. In the end this would yield 2400 cups of coffee!

One shot of espresso uses approximately 45 coffee beans.

The trunk of my Honda Civic holds exactly, O.K., give or take a bean, 1,873,398 green coffee beans. Is this relevant coffee information? Just seeing if you're paying attention.

FUN COFFEE FACTS

Caffeine Contents:

8 oz. Cup = 85 to 110 milligrams.

Espresso-single shot= 35 to 45 milligrams.

Brewed tea weighs in at about 40 milligrams.

Chocolate = from 10 to 20 milligrams. (Milk chocolate is less than dark.)

An entire coffee tree of average size = approx 6000 milligrams.

A 150 lb. bag of coffee = approx 510,000 milligrams.

And just for fun: The trunk of my Honda Civic filled with coffee = approximately 1,530,000 milligrams and I do mean approximately.

Arrowhead Stadium, KC: O.K., O.K., I'm still working on this one.



The term "Coffee" comes from the Latin, Coffea, a member of the Rubiaceae family, including more than 500 genera and 6000 species of the tropical tree or shrub.
All coffee is grown within 1000 miles of the equator, from the Tropic of Cancer, to the Tropic of Capricorn.

Coffee is second only to oil as a commodity and second only to water as a beverage.

Coffee trees take three to four years to mature and bear fruit but they will produce for 20 to 30 years.

The Japanese bathe in coffee grounds mixed with fermented pineapple pulp to reduce wrinkles and improve skin tone. I don't know....?

In parts of Africa, coffee beans are soaked in water and spices, and chewed like candy. Yum!

Storing green coffee is greatly simplified by the fact that insects are naturally repelled by caffeine. Maybe we should put caffeine in all of our stored goods! (Insects clearly don't know what's good)

Oh, here's a good one: Coffee is actually a fruit!

Let's see, we're supposed to get how many servings of fruit every day?!

Coffee is a most complex beverage, boasting over 800 flavor influencing components. Wine, by comparison has only 150.

Here is a mind blower! 80% of the world's coffee is produced on family farms of 12 acres... or less!



FUN COFFEE HISTORY

The year 1689 saw the first café opening in Paris.

There was a time in our history when you could be executed for harming a coffee plant. At the same time in another part of the world, you could be executed for having one!

Ironically, Kenya imported its first successful plants from Brazil while the actual origin of coffee was only some hundreds of miles away in Ethiopia!

It's a good thing coffee plants are self-propagating. The heritage of the vast number of coffee plants in the French Colonies, South and Central America and Mexico can be traced to ONE plant that was a treasured gift given to King Louis XIV in 1714!



Many religious leaders denounced coffee as the drink of Satan. Coffee houses were known as "hotbeds of sedition". In the 1700's many coffee houses were ordered to close. For failing to comply, the punishment for first time offenders was public beating and humiliation. Second (and last) time offenders were sewn into a leather bag and thrown into the river. Think about that the next time you order a Latte!

In 1615 the Italian clergy beseeched Pope Clement VIII to ban the evil brew. The only problem was that the Pope already drank coffee "religiously" so he, in his wisdom, fooled Satan, and baptized the drink, claiming it to be a truly Christian beverage. Today, there must be 10,000 coffee shops in Venice alone! (In the year 1763, there were already over 200 coffee shops in Venice)

In the year 1773, tea was replaced by coffee as the national drink in the Americas when angry colonists were enraged by King George's enormous tax on tea. This of course led to The Boston Tea Party where the new nation gained its strong allegiance to coffee.

Much of the U.S. Declaration of Independence was forged in coffee houses on the Eastern seaboard. (Hmm, hotbeds of sedition...?) By 1843 there were more than 3000 coffeehouses in Paris. A Parisian coffeehouse was said to have been the root of the intellectualism that led to..... the French Revolution!

The world's very first (I'm not sure how this was substantiated) coffee house was opened in 1475 called The Kiv Han. An interesting Turkish law decreed that it was quite acceptable for a woman to ask for a divorce if her husband failed to provide her with adequate coffee rations.

Cappuccino derived its name due to its similarity in color to the robes of an order of Monks called the Capuchins.

The original blend called "Maxwell House" got its name from The Maxwell House Hotel, where it was first served in Nashville Tennessee in 1886.(also where Teddy Roosevelt was heard to say "good to the last drop", creating the Maxwell House jingle!)

Brazilian and many South American coffee plants are said to have been the consequence of a love affair between a French Governor's wife and a Brazilian official. Upon parting she bestowed upon him a bouquet containing flowering coffee branches!

In 1732, at the height of his creative genius, Johann Sebastian Bach wrote the *Cantata No. 211 or Coffee Cantata*. It is considered by many to be a work of perfection. At the time of its writing, the German public was very concerned about the number of women that were frequenting coffee houses. In the Cantata, a worried father scolds his daughter for her coffee habit, which she refers to as *her dearest joy*. The father implores her to quit, but the daughter continues to resist, telling him again and again, "*Coffee, my one and only bliss is sweeter than thousands of kisses, better than sparkling wine.*" The girl finally renounces coffee only when convinced that no man will marry a woman with a coffee habit!

The history of coffee is an extraordinary study. If you would like to know more about it, I enthusiastically endorse the book, *All About Coffee*, by William Ukers. It was written in 1928 and is one of the best books written on the subject to date.

Now I would like to introduce you to the World's Best Coffee and explain why we can truthfully make such a bold statement. Remember, this is from SCA and is designed for potential customers, but it's exactly the information that we want you to have a working knowledge of.



The World's Best Coffee... (SCA)

How You Can Find The World's Best Coffee... A Recipe for "The Perfect Cup"!

SO... How can you find the world's best coffee, at a reasonable price, and then enjoy it with absolute overflowing satisfaction?

Ok, Ok, so What EXACTLY **IS** the World's Best Coffee?

There are six factors to consider when searching for "The Perfect Cup", at least two of which are often overlooked. The good news is that the path to "Coffee Nirvana" is real. I mean, at least in my humble opinion, it does exist. The bad news is...you can screw it up almost anywhere along the way!



(Much like life, grasshoppoh...) The factors are as follows:

- 1)** Your coffee roaster/retailer must start with the very best quality [green coffee](#) beans obtainable.
- 2)** It must be purchased [fresh roasted](#) AND whole bean from a reputable roasting company.
- 3)** You must know what your [favorite coffees](#) are.
- 4)** It must be [properly stored](#).
- 5)** It must be [properly ground](#).
- 6)** It must be [properly brewed](#).



**** "THE PERFECT CUP!" ****

And now for the breakdown on the six steps!



World's Best Coffee: Step #1

GREEN COFFEE

[\(click here for the full story\)](#)

You are probably aware that all coffee is not created equal or you wouldn't be reading this site. Right? Coffee can only be as good as its source. So, you need to find a Coffee Roasting Company that has an excellent green coffee importer.

To explain this in more detail, let's start with kind of a boring definition of coffee. (We'll get to the mouth watering ones later!)

Coffee is defined simply as the seed of the coffee tree, found inside the fruit or cherry.

AND in more detail:

a: a beverage made by percolation, infusion, or decoction from the roasted and ground seeds of a coffee plant

b: any of several Old World tropical plants (genus *Coffea* and especially *Arabica* and *Canephora*) of the madder family that are widely cultivated in warm regions for their seeds from which coffee is prepared. (I warned you, it was boring.)

c: coffee seeds especially roasted and often ground
-- compare ARABICA, ROBUSTA

Arabica and Robusta: What's the difference?

Arabica and Robusta beans are the most well known species of coffee grown commercially for consumption.

Robustas are hearty plants that are grown at lower elevations. They have much higher caffeine content and are used mainly for commercial grade coffee that you'll find in grocery and convenience stores. (You know - the stuff in the can.)

Arabicas are high-grown (usually 3000 feet and up) with a much wider range of taste and, depending on the handling, are considered to be much better in quality. Most specialty coffee shops use exclusively Arabica beans (You know the stuff in the fancy valve bag.) with the possible exception of the addition of Robustas in some espresso blends.

So with the above in mind, you see that the world's best coffee is found among the Arabica or high-grown green coffee beans.

Remember the little coffee totin burro and Juan Valdez and "Mountain grown coffee; it's the richest kind"? They weren't kidding around in those old commercials but I think they missed a few of our six steps!

You may ask why mountain grown coffee is better. It's kind of mysterious you know, but here goes:

Well, the rule of thumb is-the higher the coffee is grown, the harder the bean, the harder the bean, the better the flavor. The slow maturation of high-grown coffee gives the trees more time to pull all of that rich yumminess out of the soil and often it's shade grown and organically cultivated. (*Whether it's certified or not*)



When coffee is grown in the shade of native trees, several things happen:

- * Tropical trees shade the delicate coffee plants from the hot afternoon sun.
- * They also provide refuge for many delightful birds that happily eat the critters (you know - bugs) that damage coffee plants.
- * It, therefore, is *unnecessary* to spray the trees with insecticide that inevitably ends up in the water supply of villages at the foot of the mountains. (Yuck...)

Oh, yes, and before I forget, the best mountain grown coffee is picked by hand, only upon ripening, one beautiful coffee cherry at a time!

So now we know we're after the Arabica beans. The next step is to make sure we're getting the best of the high-growns, because the whole point here is to find the world's best coffee! Right?

Seems simple enough? Well, do you have time to travel the world and "cup" coffee in hundreds of estates? It sounds like a good time to me but the point is, a good roasting company purchases coffee from an outfit that does all of that for them!

A good coffee importer has special (and very fortunate) people that do this. Imagine, your primary responsibility in life being to travel the world searching out the world's best coffee! Sheesh!

Here is a quote from one of the best importers in the business:

"We are dedicated to searching the world for absolutely the best coffees available for our customers, in terms of both quality and price. We service the largest specialty roaster to the smallest gourmet roaster/retailers. Our quest for coffee is a love affair, and we hope to share our knowledge about beans, origins, and roasts with you."

These folks travel to literally hundreds of estates in dozens of regions. (Someone has to) They "cup" numerous coffees and choose their favorites. They purchase the best of the best, from the top 2% of strictly Arabica coffees in the world.

(See that's what I keep telling you! "The World's Best Coffee"!)

Then they pass this goodness on to Roasting Companies that concern themselves with the utmost in quality.

One of the many benefits of this site is that we will take a look at the [world's best coffee](#) descriptions from my own experience as well as that of a successful brick-n-mortar coffee-roasting/coffee house owner, and (don't take our word for it) that of, the above highly successful coffee importer who actually goes there and does that.

Yum, Yum! That's Java!



World's Best Coffee: Step #2

FRESH ROASTED WHOLE BEAN COFFEE

[\(click here for the full story\)](#)

Well Folks, I'm gonna start this section by really laying one on you. Some of you know this but many don't. This is what most of the "biggy" coffee companies and commercial coffee roasters would rather not talk about.

It's also the reason that the commercial coffee industry is in a steady decline, while the specialty coffee business continues to grow and thrive! O.K. Drum Roll...

The vast majority of coffee that can be purchased in grocery stores, convenience stores, and in many specialty stores, and...well, almost anywhere for that matter, **IS STALE or... possibly even VERY STALE!**

Now, Please understand that I'm not trying to ruin your regular cup of Joe here, but if you really love, and truly want to experience the world's best coffee you are about to be seriously spoiled!

There's a whole new world waiting for you when you try coffee that is truly fresh and of unquestionable quality. That's why I keep calling it "**the world's best coffee**"! Even the coffee you find in bulk bins in grocery stores is usually stale. What do I mean by stale?

I mean it was roasted weeks or even months ago. Coffee, once roasted, is quite perishable. In whole bean, the quality diminishes noticeably after 10 days to 2 weeks. If the coffee is ground, forget it, the quality is dramatically lessened in hours and comparatively ruined within a few days. I'm sure you've bitten into a stale chip or piece of bread? You'll find that the difference between fresh coffee and stale is truly amazing! **Don't trust me; try me!**

If you follow the steps to the world's best coffee faithfully, you'll see what I mean. You'll think the coffee you've been drinking is Kah-Kah, pitoowee-el-yucko. You may even become a coffee snob (like me) and start storing your coffee in a cupboard next to the wine cellar! Or not. That's one of the beauties of coffee. It's a totally unique and individual experience.

To continue, all coffee roasters are not created equal either. Your best bet for finding the world's best coffee is to buy from a reputable small-batch coffee roasting house. (Small batch is 25 lbs or less) I'll not try to explain hand-roasting in detail here because it's a huge subject. I still greatly enjoy roasting the world's best coffee for a living and I prefer that the art of... Ahem...doing it well... remains somewhat mysterious, which of course, provides me with job security! But, in a nutshell, the following points can be attributed to coffee of this sort:

- * A very smooth roast; in other words, the coffee gets roasted with a nice even heat or temperature, creating a consistent color and over-all quality.
- * Each batch gets personal attention, (this is the mysterious part!) bringing out the very best specific qualities that each coffee has to offer. (Each type of coffee is roasted by hand to exacting standards.)
- * Small batches help to ensure freshness. A good Roastmaster roasts to order.
- * Is cooled by air. Many coffee roasters use a water quenching method to cool the coffee and stop the roasting process. This is damaging to the quality of coffee, although, some would argue this point.

So, to sum up: To be certain you are getting the world's best coffee, buy your coffee from a roasting company that knows their business and uses an excellent coffee importer, and yes, ahem... I'll tell you how to accomplish this too if you please.



World's Best Coffee: Step#3

[DISCOVER YOUR FAVORITE COFFEES](#)

[\(click here for the full story\)](#)

You may be shocked to learn that many of the superb choices in our world's best coffee list-don't start with a C. They come from dozens of countries, and believe it or not, range in taste from similar to dramatically different from one another. Some, you will love immediately and forever, others will grow on you, and yet others are kind of a love-hate thing. Sounds romantic, huh?

From the Coffees of the World page, (click on the section heading above) you will access coffee descriptions galore to help you decide which selections of the world's best coffee will most likely become favorites and which ones will be easier on your tummy. Some of you, like me, will love all of them, so your effort applied towards experiencing "the world's best coffee" and "the perfect cup" will be more quickly rewarded.

Is there really such a thing as "the perfect cup"?

You bet!

World's Best Coffee: Step #4

[STORE YOUR COFFEE BEANS PROPERLY](#)

[\(click here for the full story\)](#)

This should be an easy one: After all, the whole point here is to purchase fresh-roasted coffee, so you don't need to concern yourself too much.

Just store your wonderful fresh, whole bean, world's best coffee, in an airtight canister (preferably ceramic) or even better, one of those really cool vacuum canisters. Stick it in a cool place, (Oh God, please not the fridge!) out of direct sunshine, and preferably right next to your handy-dandy world's best coffee grinder.

If you buy in quantity, I would suggest placing your extra poundage in Ziploc bags for a sound vapor barrier and throw them in the freezer. Just remember to let each pound of coffee come to room temperature before grinding. Frozen coffee breaks up into awful chunks of varied size in the grinder. It won't brew as well and will result in weak coffee or worse.

**NOTE: Coffee is great for removing odors and moisture from your refrigerator.
Baking soda is just as good and much cheaper.**



World's Best Coffee: Step #5

GRIND YOUR COFFEE BEANS PROPERLY

[\(click here for the full story\)](#)

If you'd like to make grinding a no muss-no fuss joy, my advice here is to avoid blade grinders. They are noisy, inconsistent, and messy. Some folks like them and I don't mind them but when you're in the morning rush, well, quick and simple is best for most.

After all, drinking the world's best coffee is supposed to be fun, but for many, it's also absolutely necessary to starting a day off right! (and quickly)

There are some great brewers that do the whole deal all in one fell swoop! They have a reservoir to store your world's best coffee beans.

If you don't have a problem with programming gadgets, it will grind the beans right into the filter! (you tell it when) It then automatically brews your coffee into an air-pot! No, I'm not kidding. Come on now, how cool is THAT?

If you already own a coffee maker that you are happy with, then for grinding, my suggestion is a good burr grinder. This is a device that has a reservoir for your whole-bean coffee and allows an accurate and consistent adjustment for the grind.

You can set it to a medium/fine grind for a drip-maker or a coarse grind for a French-press, or fine for an espresso machine. They come in a wide variety, from junk, to very high quality. A good one will cost around \$50 but will pay great dividends in terms of convenience. (No muss, no fuss!)

But! If you're a glutton for punishment, there's a gadget called a blade grinder: A blade grinder uses a blade to grind. Duh...Sounds too easy and you're right.

There is a bit more to it than that. A blade grinder works kind of like a food processor. Only it pulverizes your specialty-coffee beans into little bits.

If things are going well, the longer you grind, the smaller the bits get. So, if you want a coarse grind, you're generally going to grind between seven and ten seconds. For drip coffee makers, you are looking at a few seconds longer. (check your grinder manual).

In order to get an espresso grind out of a blade grinder, you have to grind for a good bit longer while uncaking the grounds from the inside of the reservoir, and holding your mouth just right...and truth be told, eh...it's not really possible. You just can't get the super fine consistency that you need for quality espresso.

So, the process is really pretty simple, although I've managed to make it sound rather complicated. Just grind shorter for coarser and longer for finer-er and test your results. I'm not sure about my grammar, but experiment with determination and you'll still be a likely candidate for... you guessed it, the world's best coffee and the illustrious perfect cup!

You'll find the detailed instructions on grinding by clicking here:

[How To Grind Your Coffee Beans!?!...](#)

In addition to "simplicity" these grinders are the least expensive of the lot, from \$20-\$35.



World's Best Coffee: Step #6

BREW YOUR COFFEE PROPERLY

[\(click here for the full story\)](#)

Thus far we have learned that you must have a good bean, nay, the best coffee bean possible! That perfect bean must then be properly roasted and delivered to you "Whole Bean", in timely fashion. It must be stored properly once it is delivered. It must be room temperature before it is properly ground. Then, Obi-Juan *Valdez*, (sorry) it must be properly brewed!

Coffee is 99% water, so you're not likely to experience the perfect cup with chemical laden tap water. Bottled or filtered is best, the latter with some type of reverse-osmosis or carbon filter will best do the trick.

NOTE: If you are on a water softener, I have some good news and some bad news. Which would you like first?

O.K. O.K. Bad first: Coffee tastes "flat" without the organic minerals present in most water sources. So coffee made with softened water won't have the lively snap you'd expect.

O.K. I love this part: The Good News!; you can STOP using that water, change to bottled or bypass your softener and filter the water, and when you do, you'll be amazed at how much better your coffee really is! No Kidding! Fortunately for most of us an excellent, state-of-the-art coffee brewing apparatus will handle the rest of the equation. Ah, if only that could lead all of us to ultimate coffee bliss.

Again, I won't go into great detail here because this is supposed to be the "in a nutshell" page. So remember to click on the blue title above for the long drawn out, but hopefully not boring version! On that page, I will discuss brewing methods, the best brewing equipment, tips and techniques, water filtration and more!

Suffice it to say, those of you who have a good coffee machine will probably be happy using it. It is, after all, in your comfort zone. What we "know" is comfortable, and being that way is certainly one of the finer things in life. However, It can be argued that a French Press is the "best" way to experience the world's best coffee, at least, that Nirvana part. I'll just let you "be" with that for now.

One thing there is no argument over, however, is that coffee turns bitter when it sets on a burner. It cooks. The scrumptious flavor producing tannins burn and vaporize and if you're not quick to the pot, pardon the expression, you will be most "bitterly" disappointed and most certainly on the road to coffee...well, you know... that burning place.

That is altogether the wrong direction. Not to mention, the world's best coffee that you searched out for its incomparable quality is thus ruined. Sad, but this can be remedied and you don't even need to trash your coffee brewer.

This scenario can be entirely avoided by purchasing an inexpensive (or expensive) air-pot. They have the kind that pour and they have the kind that pump. These wonderful innovations will hold your coffee in a state of suspended perfection for several hours. Another advantage is that you can be brewing another pot of fresh, whilst sponsoring a caffeine-frenzied group of some sort.

O.K. Finally! We've done everything just right. It's time now to kick back, relax and enjoy the full-body, exquisite flavor, and mouth-watering aroma of... The World's Best Coffee...**for indeed.....it truly is.**



Tired of reading **OR** are you ready for one of the most exciting adventures of the trip. We are now ready to explore all of the countries that produce the very best coffee in the world!

You coming?

Now you understand why our coffee is so darn good!

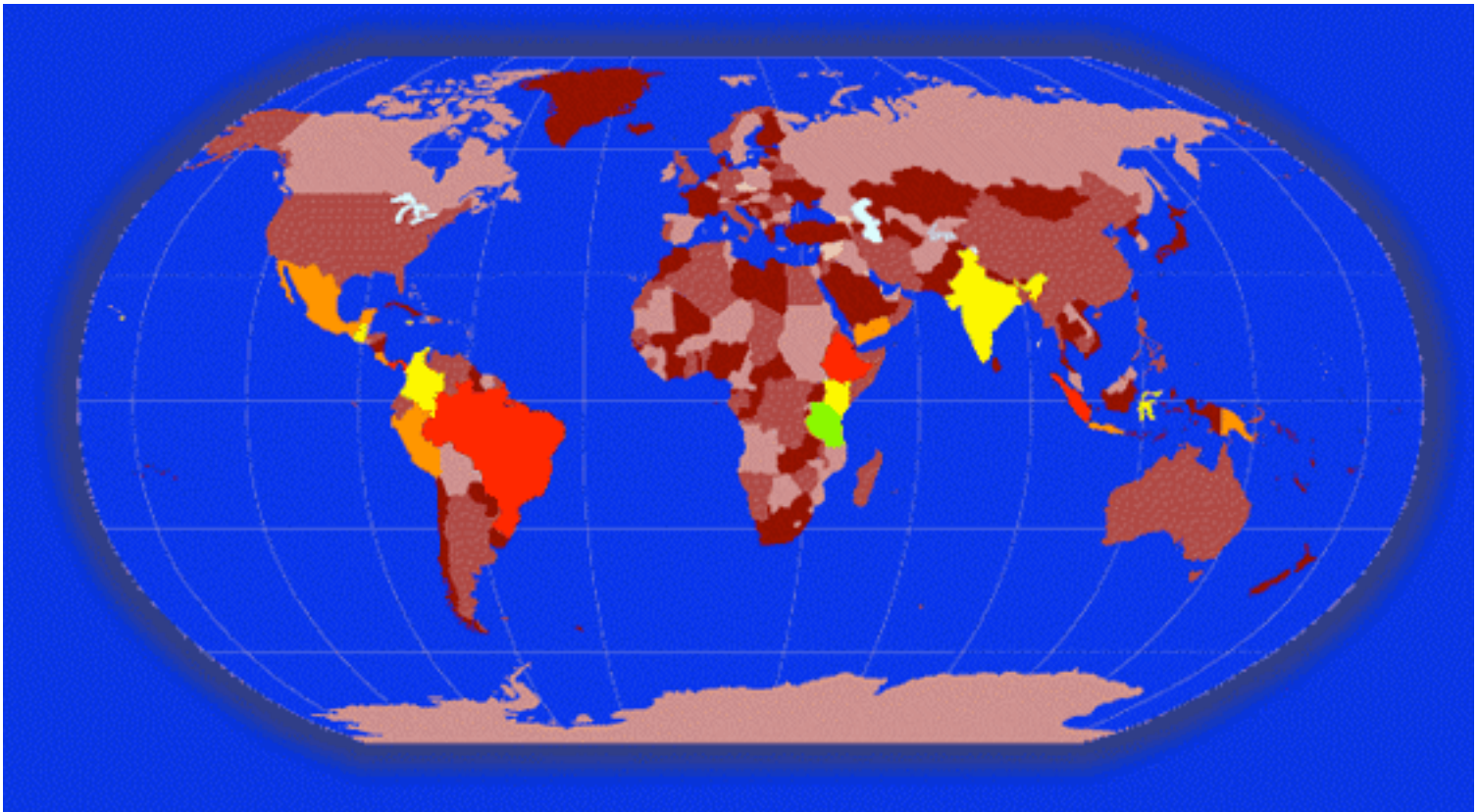
Now, if you don't need a break yet, we'll move on to one of my favorite sections of the website. We're now going to learn where these amazing coffees grow and what their characteristics are. We will also answer some important questions and debunk some myths!

Please pay special attention to the "Frequently Asked Questions". Carry on!

Discover the Coffees of the World... (SCA)

EXPLORE THE COFFEES OF THE WORLD: *DO YOU REALLY KNOW HOW GOOD COFFEE CAN BE?*

Now you can explore the Coffees of the World through the experience of a professional coffee roastmaster, a long time coffee roasting company owner, and one of the best coffee importers in the business!



[F.A.Q. Section](#)

[Coffee Description Pages](#)

[Contact Us!](#)



AAAHHH! What makes the Coffees of the World what they are?

What makes them taste so different and unique? If the coffee beans are beautiful to look at, and a nice deep golden brown, does that guarantee great flavor and a shot at "the perfect cup"?

Well, one way to put all the confusion aside about coffee grading and fancy coffee labels is to find a Coffee Roasting Company (Ahem, I just happen to know of one!) that guarantees the quality of the green coffee they get from their trusted coffee importer.

That way, regardless of what exotic name may be on the bag, you can safely rest assured that you are purchasing a coffee that has been "cupped" by experts and purchased strictly for its quality "in the cup".

A good roasting company will provide an iron clad quality guarantee, you know, your money back if not absolutely satisfied. They can afford to do this *only if they are certain that their importer provides them with the very best Green Coffees of the World!*

The next thing you can do is journey with me through some of the lingo and descriptions of the Coffees of the World. You can begin your journey by continuing down the page.

The goal of this page is to inform you and provide you with great coffee descriptions, so that you will be familiar with the lingo, AND have the best idea possible which Coffees of the World you would most like to try.

Note: By the way, not meaning to be a coffee snob, (I guess I really am) we are only discussing Arabica or high-grown coffee here. These mountain-grown coffees mature more slowly producing a harder bean that, for whatever miracle of nature, is just loaded with wondrous flavor. It is simply the best in the world and in keeping with the focus of this site.

Before introducing you to the Coffees of the World descriptions, you should probably know that coffee derives its unique differences from the quality of soil, the climate and altitude of the estate or plantation, and the variety and species of coffee tree.

The quality of coffee is also dramatically impacted by the workers care, handling, picking and processing of the fruit or beans. The best coffees are picked by hand as they ripen thus ensuring continuity of overall quality.

There are two types of processing and they are noteworthy for they are different as night and day!

Wet Processing:

Known as washed coffee, you can see the dramatic difference in the bag of un-roasted or "green" coffee (at your friendly local roastery?) because, guess what, it looks clean!

It has been washed free of the normal dust particles of left over fruit and God knows what else, that you would see in a bag of coffee employing the dry method. It's also "clean" in the cup. The acids shine through with bright and lively vitality like a sunny spring morning after the rains!



O.K., I'm getting carried away, but you get the picture. Why would you want anything but the wet process method? Well, there is but one draw back and that is loss of body. We are in territory here where personal taste reigns supreme.

Acidity, snap, or rich, thick body, Hmmmm. You're just going to have to suffer through trying them, maybe all of them, in your joyous exploration of the Coffees of the World!

Dry Processing:

Known as "Naturals", the general idea here is that the coffee cherries are left to dry in the sun, then raked free of the dried fruit and then bagged along with whatever remnants may be.

(I've found nails, screws, popcorn, seeds, and once a carved wooden toy of some sort. Don't fret. It all comes out in the roast!)

This is a bit oversimplified but the point is this process results in something wonderful in the cup called "body". This is the thick, silky, sometimes wild and gamy flavor that overflows in your mouth and lingers on your tongue.

It can add intense enjoyment to the cup and move you ever closer to "coffee nirvana" in your exploration of the Coffees of the World! Most specialty coffee roasters carry only washed beans, I guess, because this is the more "specialized" way to process coffee beans. Or maybe it's because anything that's "washed" must have once been "unclean".

But my question is this: Why would quality coffee companies deprive their valued customers of the wondrous quality and incredible body found in dry processed or "Natural" coffees? In my humble opinion, the very best ones wouldn't even consider it.

That having been said, let's move on to a short HELP section to sort out a few stumbling blocks and common misconceptions that you may encounter in your journey through the Coffees-of-the-World.

HELP! I'M CONFUSED! SOME FREQUENTLY ASKED QUESTIONS, COFFEE TERMINOLOGY, AND MYTH BUSTING!

What's all this business about Full city roasts, French roasts, Espresso roasts, and how are they different from one another?

There are six general roast descriptions for the Coffees of the World. The different roasts are determined by timing. The longer a coffee is roasted, the darker and less acidic it becomes. Depending on the temperature, the type and number of pounds of coffee roasted, and the equipment used, roasting time is usually between 10 and 15 minutes. The most common roasts are as follows:

Full City Roast: This is the most common roast denoting the full development of coffee flavor. It is dark brown with few traces of oil on the surface of the bean. The flavor can be caramel to chocolate like with some hints of smokiness.

French Roast: Very dark brown with large amounts of oil on the beans surface. It is bittersweet, smoky and pungent.

Italian Roast: Coal black and soaked with oil, amazingly aromatic with more pronounced characteristics of the French Roast and lower yet in acidity.



Espresso Roast: Excellent Espresso is a three-part endeavor.

1. Espresso is actually a method of brewing that employs hot water “pressed” through finely ground coffee. It produces a syrupy bittersweet shot of wonder that is the concentrated “essence” of coffee.
2. Espresso Blend is a blend of coffees specifically chosen to enhance the espresso’s quality. It is widely believed that a single coffee cannot provide all of the necessary elements for a great espresso.
3. Espresso Roast is a specific roast to a certain degree of darkness (proprietary) to decrease the acidity and bring out the best flavor of the coffees used in the blend.

These three points differ, sometimes dramatically (for better or for worse) with each specialty coffee company you may visit. Taste-testing Espresso can be an exciting and fulfilling addition to your journey through the Coffees of the World.

What is acidity?

Acidity, though kind of a harsh sounding word, is actually a pleasing, highly desirable characteristic of coffees complex flavor. Acidity is present in coffees of the world, in the form of formic acid, malic acid, and acetic acid among others. These are the acids found in vinegar, fruit, and wine. If coffee is properly roasted, these acids become wonderfully balanced and give coffee its pleasing “snap” and sharp, bright liveliness that let you know that you made a wise choice..... or not.

If you’re sensitive to coffee acidity, then a low acid coffee such as Sumatra, or a very low acid coffee (acidity lowers in longer roasting time) such as a Dark French Roast would be an excellent alternative.

What is body?

A tasting term to describe the luscious, sometimes almost syrupy quality that a high quality coffee imparts. It is the sensational texture, fullness, and consistency created on the tongue. Yum, Yum!

What is a varietal?

A varietal is a specific kind of straight coffee (not blended), named after its country or place of origin; Kenya, Sumatra, Kona, etc.

What are blends?

Every good specialty coffee company will showcase certain ["Special Blends"](#). They will have fancy, exotic, or even funky names like Kona Blend Fancy, or Ozark Mountain Fog Lifter. These are simply instances where someone at one time or another thought that a particular varietal would taste really good mixed or blended with one or more other varietals! (My favorite espresso is a blend of 4 different coffees!) Simple enough, right? Well, yes and no.

Much time and energy has been spent and books have been written on the art and science of blending, with the sole purpose of creating a concoction that is much better in the cup than the sum of its parts.

What is Mocha?

Is it Chocolate? Is it Coffee? Both or neither? Mocha is actually a port on the Arabian Peninsula in a distant land, now called Yemen. Yemen, although across the Red Sea from Ethiopia, where the mother of all coffees still grows wild, was the first to actually cultivate and commercialize coffee. This exotic “Mocha” coffee (now known as [Arabian Yemen Mocha](#)) was then popularized in Europe and many thought it had an after taste similar to Chocolate. No wonder no one knows what’s what! Anyway, next thing you know we have Café Mochas and Mocha Lattes and on and on.



What is Java?

The real answer to this question (as above) is another question. WHERE is Java? Java has become synonymous with coffee. Here is the reason, more or less. Due to some killer coffee marketing by the Dutch on one of the main Indonesian islands, yep, that would be Java; a new slang term took hold. Now java is coffee, and coffee is java.

What is Mocha-Java?

Well, this is where all reason goes south! Shouldn't this be some kind of great chocolaty coffee drink? Well, it sounds like a blend of something anyway!

[Mocha-Java](#) is actually and for real, the mother of all coffee blends. It is a combination of equal parts, more or less, of Mocha (Yemen) coffee, you know from that post we talked about, and Java. No, not just any coffee, but Java coffee from the island in Indonesia discussed earlier. So Mocha-Java is the oldest blend known, from actual places of the same name! Oh, and by the way, after all these years, it's still one of the most wonderful Coffees of the World! Now don't assume that you'll be getting the real deal if you decide to try this blend.

Many specialty coffee houses don't even purchase real Mocha/Yemen or Java. They take similar tasting coffee, blend away, and then call it Mocha-Java. This doesn't mean it won't be reasonably good. It just won't be blended from the Classic coffees that gave the blend its name.

What in the world is a peaberry?

Every once in a while you'll come across a varietal that is followed by that mysterious word-peaberry. Don't fret. No one has blended chicken feed into your coffee! One in every ten coffee beans, give or take a bean, is a peaberry. A peaberry is a botanical anomaly where the bean forms as a whole rather than two halves. (Flat berries) These beans or peaberries are thought by some to have mystical quality that comes through in the cup. (Since all of the goodness of the coffee is present in one bean instead of two halves)

Is there any truth to that? Well, if you've never partaken, you'll just have to decide on your own. However, for whatever reason, the peaberry is sorted out and sold separately! I will also add that I have tried and greatly enjoyed every peaberry I could get my hands on!



Coffees of the World: Coffee Description Pages (SCA)

Coffee Descriptions of the Mouth Watering Kind!

NOTE:

Depending on your browser, clicking on any of the description links below should open that page in a new window. When you have finished browsing, just close the page and you will be right here where you left off! If your browser does not allow this, then just use your back button...

You may also notice that some of the page names in the Coffees of the World Descriptions are not quite proper. For instance - "Kenya coffee" instead of "Kenyan coffee".

This is because many folks (maybe even you) will type an informal search term into their browser. I thought it would be really cool if people could find this site, so I use the most "searched" term available for each page name.



Note: As we move through the Coffees of the World Section, I will only be covering the coffees that we normally carry.

For in depth information on all coffees, go to:

<http://www.specialty-coffee-advisor.com>



AFRICAN COFFEES OF THE WORLD

YEMEN COFFEE

(*Arabian Yemen Mocha*: This is the famous coffee from the port, remember? Of course, it's not African but it usually gets grouped here because of its proximity and similarities to Ethiopian coffee)



YEMEN COFFEE

(*Arabian Yemen Mocha*)

YEMEN COFFEE OR *Yemeni Coffee* is among the oldest and most highly praised in the world:
deep, earthy, complex and pungent.

Arabian Yemen Mocha (Mokha) is on my list of all time personal favorites. Yemeni coffee is in high demand with very limited supply so it's gotten a bit pricey.

However, if you like a distinctive and truly memorable cup, it's worth every penny!

HERE'S WHAT OUR IMPORTER SAYS ABOUT YEMENI COFFEE:

After Ethiopia came Yemen - at least where coffee is concerned. Yemeni coffees are from one of the oldest sources of the bean in the world.

Note: Some Yemenis dispute Ethiopia being first, but we can say for certain that Yemen is one of the original two, and Yemenis do have the honor of being in the first blended coffee - Mokha-Java.

Coffees from Yemen are most distinct, and are highly praised by the connoisseur as being one of the best in the world.

Yemen coffees are the epitome of a "wild cup" and can border on scary at times because of their deep earthy, complex, pungency with overlays of dry fruit (think raisin), cardamom, dry cinnamon, and tobacco notes.



My wife says that Yemen coffees are bitter and fermented, and while I love her dearly, we part company here. I love a great Yemeni!

Yemen coffee has a great history that has ripple effects today. Mokha is not chocolate, no matter how many coffee shops insist on calling chocolate-flavored coffee drinks Mocha. Mokha is, in fact, the port city where Yemeni beans were loaded up into wooden hulled sailing ships manned by low-land sailors coming home from the island of Java, hence Mokha-Java blend.

In fact, this historical accident of a blend was a natural fit as the funky wildness of Mokha blends nicely with the brighter cleaner Javanese bean.

Yemen coffees are dry-processed wild coffees, raised traditionally without chemicals, that with a brave palate, you just might fall in love with. By all means, take a swig of this brew!





ETHIOPIAN COFFEE

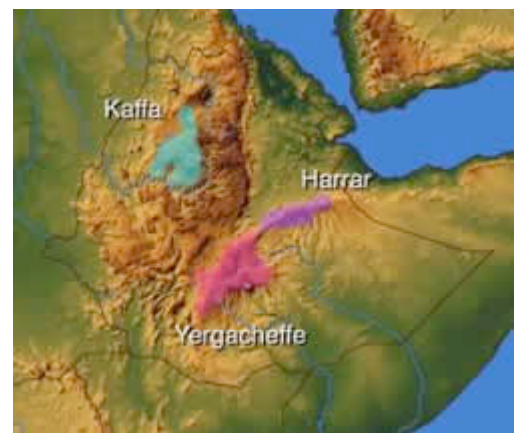
Ethiopian Coffee is among the worlds most unusual, offering a range of flavors from winery to fruity. Ethiopian Yirgacheffe is soft, with floral tones and is one of the best choices for iced coffee. Coffee from Ethiopia is a delight that shouldn't be missed!

HERE IS WHAT OUR COFFEE IMPORTER HAS TO SAY ABOUT ETHIOPIAN COFFEE:

Ethiopia is the birthplace of coffee. The regal coffees from this country are deserving of such a heritage and stand up to the calling. Referring to Ethiopia as a country of single origin, however, is misleading.

Coffees from the different growing regions vary so incredibly that they do not even seem to be from the same planet!

Ethiopian Yergacheffes are amazing and unique coffees. Yergacheffe is a town in the Sidamo region of Ethiopia, and the coffees from this region will surprise you with their floral and tangerine notes.



In a stellar Yergacheffe, even the grounds have an exotic tropical toasted coconut aroma that will knock you over with its charms. Sometimes Coffee Joe's will try to compare Yergacheffes to other coffees, such as a bright Central American or an exciting Kenyan, just south of the border from Ethiopia, but there truly is not a real comparison. I guess you can compare a new Beaujolais bursting with wild fruit to a regal old Cabernet that has been thinking about being a wine for a decade and call them both reds, but . . . well you get my point.

Another amazing growing region within Ethiopia is the Harrar region. Harrars are wild coffees. What's a wild coffee, you ask? The term is a fancy name for dry process or natural coffee where the coffee fruit dries on the bean, imparting the flavors of compote fruit and dark rich chocolate. Harrars are this and more! You will taste blueberry jam, cocoa, and maybe even a touch of cinnamon and cardamom in these amazing coffees.

Coffee holds a special place in Ethiopian culture that transcends that of the coffees from other origin countries. The majority of the crop does not even leave the country and is drunk with great ceremony by the Ethiopian people. This is in contrast to other origins where coffee is a cash crop, with the best being exported, and the dregs kept locally and drunk unceremoniously with plenty of milk and sugar to choke it down.

One taste of an excellent Ethiopian coffee and you will understand this passion for the bean.





KENYA COFFEE

Kenya coffee is rated within the industry as one of the world's best coffees; Kenya AA offers an excellent balance of strong flavor, acidity and body. A coffee full of power and character referred to as the "Connoisseur's Cup."

HERE'S WHAT OUR GREEN COFFEE IMPORTER HAS TO SAY ABOUT KENYA COFFEE:

Kenyan coffees are as majestic as the morning African sun rising over the savannah. These are powerful bright coffees that run the gamut from lemony to peppery from blackberry fruit to winery richness.

These characteristics come together in an extremely complex coffee that is truly VIBRANT. A great Kenyan is not a subtle delicate coffee but rather a coffee full of power and character.

Suitable to the potential of these great coffees, the best Kenyan coffees are not simply sold as Kenya coffee, but rather are sold as specific auction lots to the highest bidder.

We cup Kenyan over Kenyan to seek out and bid on those specific lots that excel. A decent Kenyan is still a great coffee, but with such high standards and potentials, time at the cupping table pays great dividends.

There is a perfect Yergacheffe, but there are many perfect Kenyans. For that reason, we often carry many different Kenyans at the same time. While Kenyans are easily identifiable in general character of the cup, they also have greatly varied personalities, like different siblings in a great family.





TANZANIA COFFEE

(Including Peaberries of Course!)

Tanzania coffee tends to be medium in body and is very soft and very clean in the cup. If you're looking for a change, Tanzanian coffee is a rich and mellow treat.

WHAT DOES OUR GREEN COFFEE IMPORTER SAY?

Tanzanian coffees are grown on the slopes of Mount Kilimanjaro, under the shade of banana trees, truly an exotic location for this east African coffee.

This coffee is somewhat similar to the coffee of its neighbor north of the border (Kenya for the geographically challenged), bright, clean and aggressively complex.



The grading process in Tanzania is also the same as in Kenya, where it is graded on bean size. AA is the largest, followed by A and B.

In the United States a very popular Tanzanian coffee is the peaberry variety. Why? Well, a couple of theories about that one. Peaberries seem to have a mystique about them.

What's a peaberry?

It's when a single bean develops inside the coffee cherry, instead of the familiar two "flat beans". Why so many fans of the peaberry?

The theory is that all the goodness of the coffee cherry is in only one bean.

Another reason for the popularity of Tanzanian peaberries is simply a factor of supply. The Japanese buy the bulk of Tanzania coffee flat berries (regular coffee beans) and since the peaberries have been sorted out, a market was needed for the peaberries. Since peaberries have the cult following mentioned above, Viola! Exotic Tanzania Peaberries!

Hence, with the exotic name (Tanzania Coffee) and the peaberry factor, we cup and cup to find those Tanzanians that truly deserve the praise, and are not just a function of the hype!



[UGANDA COFFEE](#)

[ZAMBIA COFFEE](#)

[ZIMBABWE COFFEE](#)



ZIMBABWE COFFEE

A good Zimbabwe coffee is a fine mellow treat anytime. It's always been a personal favorite of mine. It has excellent acidity, medium body, and a delicate touch of black pepper. Time and time again, I've noticed customers doing a double take over a steaming cup of this great under-rated African coffee!

O.K. WHAT'S SO GREAT ABOUT ZIMBABWE COFFEE?

Zimbabwe, like Zambia is less widely known in specialty coffee consumer circles because of the long shadow cast by their famous East African neighbor, Kenya. Don't let that deprive you of the more delicate wonders of Zimbabwe!

Zimbabwes are prized for their balance in the cup.



A great Zimbabwe exhibits a fine balance of all the desirable qualities that you would hope for in a great cup of coffee: moderate acidity, full-rich flavor, excellent medium body and heavenly aftertaste. The complex character of this coffee develops nicely at a Full City Roast.

Due to the unfortunate effects of land reform and civil strife in Zimbabwe, coffee production has dropped significantly. Political unrest in most of these countries makes quality and availability uncertain from year to year. We can only hope that supplies of this amazing coffee do not disappear entirely. For the time being, we thank our Importer who continues to "cup" rigorously to find the best of the best!



INDONESIAN COFFEES OF THE WORLD

SULAWESI COFFEE or CELEBES KALOSSI

(pronounced Sue-la-way-si and Cell-a-bees)



SULAWESI COFFEE

(ALSO KNOWN AS CELEBES COFFEE)

Sulawesi Coffee: This elegant coffee is known by two names. The South Pacific island of Sulawesi was formerly called Celebes and resides in the middle of the Malay Archipelago.

Toraja is a mountainous growing region near the center of the island and the source of the best and most widely available Sulawesi Coffee. You may come across the term "Kalossi", as in Celebes Kalossi. Kalossi denotes the large size of the bean.

Sulawesi can be thought of as Sumatra's cultured cousin. It has many of the same lovely characteristics, including full bodied smoothness, but features a more vibrant acidity.

It truly is a beautiful coffee to look upon and is arguably one of the world's most unusual to drink!



NOTES FROM OUR GREEN COFFEE IMPORTER:

Sulawesi Coffee: Sulawesi coffee is typical Indonesian, low acidity with full-bodied earthiness. This semi-washed to washed coffee is very similar to Sumatran coffee in cup profile.

The Dutch colonists called the island of Sulawesi-Celebes, and you will still sometimes hear people refer to the coffee or the island as Celebes.

If you like Sumatrans, consider giving Sulawesi a try as an origin.



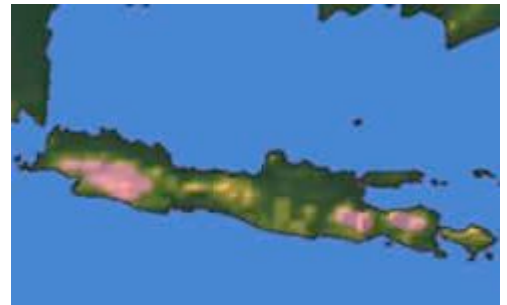


JAVA COFFEE

Java Coffee features the low-toned richness, familiar to Indonesian Coffee lovers. It is a bit more acidic with lighter body and a hint of smoke and spice.

NOTES FROM OUR IMPORTER:

Javanese coffees are brighter and cleaner Indonesian coffees. Javanese coffees are fully wet processed, unlike Sumatrans, and this process kicks off the acidity, drops the body, and reduces the earthiness of the cup a tad, while retaining the overall Indo funk.



Javas are a great cup! As mentioned in the Yemen information, Javas were in the first blend, Mokha-Java. The brighter clean Javas were a perfect companion for the funky Yemens. This historical accident of a blend carries on today!





SUMATRA COFFEE

Sumatra Coffee: Sumatra Mandheling coffees are famous around the world for their heavy body and syrupy, chocolaty after-tones. It's almost a dessert for those who take cream and sugar!

WHAT OUR IMPORTER HAS TO SAY ABOUT SUMATRAN COFFEE:

Sumatra coffee captures the wild jungle essence of this tropical Indonesian island. We cup Sumatra after Sumatra to find that earthy, deep, complex, full-bodied coffee that exhibits low-acidity smoothness and a touch of forest floor funk.

A great Sumatran is creamy, sweet, with a touch of butterscotch, spice, and mustiness. (Yes, mustiness, not jungle-rot! This is where cupping Sumatran after Sumatran pays off Big!)

Sumatra coffee is a beautiful deep blue-green color with the appearance of jade. There is a tendency to over roast Sumatrans (along with other dry processed wild coffees) as they do not show much roast color, and roast unevenly. Sometime the beans will look uneven and funky green. This is not a problem, however, or a sign of bad beans. Quality in the cup is what matters, or should matter, not mere appearance of beans.

Sumatra coffee is hand sorted, and comes in single-picked, double-picked, and even triple-picked lots. Since Sumatran's are dry processed and often laid out to dry on the dirt in small villages, sorting the coffee is essential to take out the sticks and stones that the beans inevitably acquire, but triple picking does not necessarily improve the quality of cup. In fact, we sometimes find that over-picked beautiful polished coffees are sometimes bland in the cup.





PAPUA NEW GUINEA

Papua New Guinea coffee is mellow and aromatically complex with an apple wineyness that sets it apart from the earthier Sumatrans and Sulawesians.

It is medium bodied with moderate acidity and broad flavor. It's definitely one of the world's finest and a "must taste" in your journey through the Coffees of the World!

WHAT OUR IMPORTER SAYS:

Papua New Guinea coffees are a cup of funky wildness, like the island itself.

These coffees have a bright and delicate acidity of a malic acid - apple wineyness that sets them apart from the other Southeast Asian Archipelago coffees of the earthier Sumatran and Sulawesi variety.



You might compare PNGs to brighter Javas, but there are distinct differences between the two cups. PNGs tend to come off as more delicate, refined, and lighter body than washed Javas.

Papua New Guinea is most definitely a unique origin you must try, and is an excellent origin for certified organic coffee!





TIMOR COFFEE



Fair Trade Organic Coffee from the Indonesian Island of East Timor !

TIMOR COFFEE: Most current versions are typical for the islands of the Malay Archipelago: Low-key, sweet, with a musty pungency.

However, the very best farms produce a clean-tasting bean that is extraordinary: full bodied, well balanced, smooth, sweet, and deliciously cocoa-toned.

We were introduced to this superb Arabica while searching for an excellent Fair Trade Decaf. We tried the Swiss Water Process Decaf and got such a positive response from our customers that we just had to cup its caffeinated counterpart. We did so with equal delight! In addition, this coffee is the product of a once famous growing region, nearly destroyed by sectarian and political conflict.

Supporting this coffee at this time means a small but meaningful contribution to an economy that has been staggered by violence.



CENTRAL AND SOUTH AMERICAN COFFEES OF THE WORLD

[BRAZIL COFFEE](#)



BRAZIL COFFEE

A great high quality Brazil coffee is soft, nutty, low acid, with nice bittersweet chocolate tastes. It is also quite an exceptional base for making flavored coffees because of its softness in the cup.

WHAT OUR IMPORTER SAYS:

Brazil is a coffee giant producing over 40 percent of the world's coffee! Most of this is lower grade Arabica and even lower grade Robusta, but there are some special Brazilian coffees out there, and if you ever have had an espresso or cappuccino, there is a great chance you have had a Brazilian coffee before.

Why does Brazil produce so much coffee, yet so much of it is not specialty grade?

Two reasons: Coffee is a major agricultural crop in Brazil, and thus economies of scale rule here, not quality of the cup, per se. Many Brazilian coffees are mechanically stripped from the coffee tree, not lovingly hand picked.

This mechanical picking results in many less-than-ripe cherries taken off the tree. Another factor in Brazil's coffee is altitude, or lack thereof. Much of Brazil's coffee is lower grown in grassland areas in non-volcanic soil. These conditions are less than ideal for specialty coffee and this comes through in the cup.

Okay, okay, so if things are not that great in Brazil, then why do they grow 40 percent of the world's coffee?

Well, the answer is twofold. Most of the coffee in Brazil is grown to be "commercial" grade coffee that goes into those little metal cans, and into instant (soluble coffee in the trade), and into other uses that are similar, so that peak flavor is not a concern, but rather bulk and price are the prime considerations.

The other is that there are some very good Brazilian coffees. A great high quality Brazil coffee is soft, nutty, low acid, with nice bittersweet chocolate tastes. A good Brazil coffee can add a lot to espresso blends, and is great straight!

One of our consistent favorites is a natural Brazil, where the coffee is laid out to sun dry with the cherry on. This imparts a rich dry fruit flavor onto the coffee bean, and adds to the body of the cup! So in summary, there are some very good Brazilians out there. So we cup and cup to find those that are special and pick them out of the rather large crowd of humdrum (or so-so) Brazilian coffees.





COLOMBIAN COFFEE

Colombian Coffee: Colombia is famous for its consistently fine, mild coffees. Prized for its sweet aromatic taste, Colombian Supremo is superbly balanced.

WHAT OUR GREEN COFFEE IMPORTER HAS TO SAY:

Colombians are well balanced, medium bodied, and bright. They are also the most highly marketed coffees in the world. Everyone knows Juan Valdez. The Coffee Federation of Colombia has done an excellent job of connoting in the American public's mind that Colombian coffees are the "richest coffees in the world."

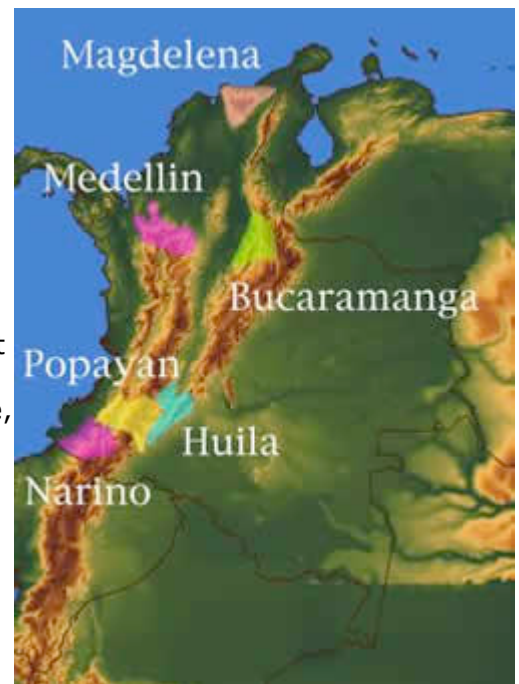
Does it deserve this praise?

The answer is both yes and no. Colombia has done a very nice job at bumping up the quality of its average beans and produces an above average grocery store or restaurant coffee. A lot of Colombian coffee, however, is not that truly special. On the other hand, a lot is praise-worthy. The task is to search out the exceptional among the merely decent cups.

Colombia is just starting to market and sell its coffee by region and finca, as opposed to just the "Colombian Mountain Grown" label. To be honest, I think that since Colombia was so successful at marketing the country as a whole, it was a latecomer to the micro-region vintage model of coffee marketing.

Overall, there's no reason to tell you to try Colombian coffees, since, if you drink coffee, you already have. But make sure not to discount Colombians as the smiley face of the coffee world. Top-notch vintage coffees are there, just have to request them, instead of just saying, "Colombian coffee please" when you order coffee at your local coffee house.

A final note: Supremo and Excelso are bean size descriptions, not cupping profiles, growing altitudes, or anything else. Supremos are bigger than Excelso, but these names do not mean anything on cup, per se. Basically, they are the names that the Coffee Federation came up with. Just something to keep in mind!





COSTA RICAN COFFEE

Costa Rican coffee is certainly among the worlds finest. Our favorite comes from the Doka Estate, set at 4500 feet against the backdrop of the majestic Volcan Poas, the largest volcanic crater in the world. This award winning coffee is smooth, rich, and flavorful and makes a superb breakfast brew.

WHAT OUR GREEN COFFEE IMPORTER SAYS!

Costa Rican coffees set the standard for washed (wet processed) bright Central American coffees in both the bean and at the mill. They are exceptionally high grown in amazing volcanic soil.

These two factors come together to produce a very bright and very clean cup. The best Costas are the cups that develop a bit of berry fruitiness to compliment the straight-out brightness.

Costa Rican coffees serve as an excellent bright single origin coffee and will definitely add life to various blends. Additionally, these slower grown, dense, high altitude beans can take the heat of a French roast.



The many different regions of Costa Rica produced coffees with subtle, but distinct, differences in the cup. Tarrazu is the marquis region of Costa Rica noted for the best soils and highest altitudes. While no single country, or region can guarantee an exact level of coffee year in and year out, as coffee is subject to wind, rain, sun, and other sometimes-less-than-cooperating forces of nature, coffees from Tarrazu do consistently stand out for their brightness and clean cups, with hints of light berry and apple cider.

Volcan Poas, besides having one of the cooler-sounding coffee region names, produces some very fine coffee with a bit more fruit than its southern neighbor of Tarrazu. A bit of smoky volcanic soil taste comes through to the bean too, in certain special coffees.

Tres Rios in the cup is a bit softer and a bit more balanced than the straight-on, take-no-prisoners brightness of some of the other regions in Costa Rica. Coffees from this region are a great single origin cup, or introduction to Costa Rican coffees.

Another amazing feature of Costa Rican coffees is the human touch at the beneficios (mills.) where the processing and milling of coffee approaches a level of artistry not easily surpassed. Besides immaculately clean mills, which are the standard, the efficiency and beauty of the inner workings of the mill will amaze.



For example, with strict Costa Rican environmental laws, wastewater from the fermentation tanks is treated with natural bacteria to break down the acidity reducing the pH back to levels that are tolerable for the streams and rivers of the country. By using the wood from pruned old coffee trees, along with the parchment from dry milling, many mills do not use a single stick of outside wood to fire the mechanical dryers.

Some of the more inventive mills actually use the methane gasses produced when the bacteria breaks down the fermented pulp to fire the dryers. Finally, sun-dried coffees, of course, are just simple "solar" powered. All in all, the mills are an impressive sight, from the small single estate to the largest cooperatives.

With such high standards in Costa Rican coffees to start with, intense cupping pays rewards as we seek out the subtle nuances that make certain cups outstanding among their peers.

[GUATEMALA COFFEE](#)



GUATEMALA COFFEE

Guatemala Coffee: The famous growing region of Antigua yields some of the world's best coffees. A genuine Antigua is full bodied, rich in flavor, and offers a smoky, complex cup.

WHAT OUR IMPORTER SAYS ABOUT GUATEMALA COFFEE:

Guatemalan coffees are some of the most amazing fragrant and aromatic coffees in the world. The natural shade and jungle of the Guatemalan highlands are the perfect environment for the bourbon botanical variety of Arabica (A spontaneous variety of the original typical), which lends itself to a very nice and very natural full cup. Hue Hue Tenango (Way way ten-na-go) in the northeast frontier produces a wonderful bright coffee with nice body, and excellent floral tones and fruitiness. Besides all these great cup attributes, it's a fun one to say, "Way Way."



Coffees from around Lake Atitlan are a classic Guatemalan cup. Atitlan's are coffees with deep body, stunning acidity and fruit, and hints (More than mild suggestions) of chocolate and cinnamon. Atitlan's are truly a classic amazing cup.

Antigua is Guatemala's oldest and most famous coffee growing region. The magnificent volcanoes of Agua, Acatenango, and Fuego enclose this valley. Fuego lives up to its name (Fuego means fire in Spanish) by spewing forth volcanic ash continuing to add to the rich soil of the area. Antiguan cups are nice bodies, full-on bright coffees with spice. There is a reason this region is so loved and sought out by the coffee connoisseur.

All in all, Guatemala must be a stop on your coffee journey.





MEXICAN COFFEE

In a great Mexican Coffee, a Chiapas or Oaxaca, you'll find mild flavor with medium body, and a pleasant, dry, acidic snap. Although not necessarily among the world's most famous, if a light cup pleases you, these coffees will be quite fulfilling!

This coffee is so mild that it makes a good choice for creating popular flavored coffees. It has an excellent flavor but doesn't overpower the different flavorings.



WHAT OUR IMPORTER SAYS:

Mexican coffees are light to medium body with mild acidity and balanced, with delicate fruit and spice overtones. Mexican coffee is moderately priced and thus very popular in blends and as a flavoring base.

But don't let this make you think that Mexican coffee does not stand on its own as good coffee! Oaxaca on the southern Mexican Pacific coast produces some wonderful medium body coffees with milk chocolate and almond flavors coming through in the finish.

These delicate well-balanced coffees can compare with certain Island coffees in the cup. (Though this would make some of these Island fans blanch, it can be true in an exceptional cup)

Chiapas, the tropical jungle that is the most southern eastern part of Mexico, borders with Guatemala. Chiapas is the coffee little brother of Guatemala's Hue Hue Tenango region and this comes through in the cup.

Chiapien coffees are brighter, sweeter, with a definite clove spice to compliment the apricot fruit that is in the cup. We love this area, and have recently purchased the entire crop from a few limited fincas (farms) that were outstanding on the cupping table.

After waking at the farm, listening to the waterfall, and walking among the trees, we had to re-cup this coffee back at home just to be sure the wonderful surroundings did not cloud our view.



Overall, these delicate coffees should not be overlooked. We know that we don't!



NICARAGUA COFFEE (Coming Soon)

PANAMA COFFEE



PANAMA COFFEE

Panama Coffee is very tasty as a varietal and superb in various blends. The Boquete region produces an excellent wet-processed coffee that is well balanced and full bodied.

Panama from the Baru Indian High Estate is extraordinary and got rave reviews from our customers, especially French-roasted!

OUR IMPORTER SAYS:

Panama Coffee:

Panamanian coffees are under appreciated and inexpensive in my less than humble opinion. The coffees from the Boquete region of Panama are subtly bright, well balanced, with fruit, and dark cocoa tones.



The forested mountains of Boquete provide one of the most beautiful growing conditions in the world. As you approach the finca, you ride on a single lane road down in the valley with vertical cliffs covered with flowers and trees.

The finca itself is misted in clouds, with guava and tropical fruit trees intermingled among the wild coffee trees. In the middle of the finca is a five-hundred year old tree that was just a sapling when Christopher Columbus was just landing on the shores of the Americas. As you walk under a twenty-foot coffee tree, you look up and see sleeping fruit bats among the bright red coffee cherries.

It is an experience like no other, the sight of the tree alone about brought me to tears, and this was just one of many fincas in the Boquete region of Panama.





PERU COFFEE

PERU COFFEE:

Peruvian coffees are grown very high in the Andes Mountains. This exceptional altitude creates a coffee with bright effervescent snap, gentle sweetness, and nice medium body.

Peru is an excellent origin for organic coffees, due to the hard work of a few exporters/importers in getting the farms and the mills up to organic standards.

Peruvian coffees are not as well known in the coffee world as are their other South American neighbors, but I believe this is simply a function of advertising.

Brazil is the number-one producer of Arabica coffee, and Colombia is number two. Also Brazil and Colombia have two large coffee organizations "hawking their wares," which Peru has not in the past.

What does all this mean? Just that you should try coffee from Peru, because there are some nice ones out there, but you may just have not heard of them. They need a better PR department!



CARIBBEAN COFFEES OF THE WORLD

JAMAICAN BLUE MOUNTAIN COFFEE



JAMAICAN BLUE MOUNTAIN

Jamaican Blue Mountain Coffee: The famous Wallensford Estate in Jamaica produces a distinctly sweet aromatic coffee that features prominent fruit-like flavors.

WHAT OUR GREEN COFFEE IMPORTER HAS TO SAY:

Jamaican coffee IS . . . Jamaican Blue Mountain coffee.

It is consistently the highest priced coffee in the world, and with these prices (up to 20 times regular coffee) there is a very strict certification program to insure that if you buy Blue Mountain coffee you get Blue Mountain coffee.



Sometimes you will see Jamaican High Mountain coffee. High Mountain is coffee grown outside of the Blue Mountain region, and thus, does not carry the Blue Mountain name. The major producers of Jamaican Blue Mountain are Wallensford, Mavis Bank, Old Tavern Estate, and Moy Hall. We cup and choose from these elite sources only for Blue Mountains we carry.

Jamaican Blue Mountain fits the Island coffee profile (Hawaiian, St. Helena, and Puerto Rico) of balanced, rich, delicate, and mild. These coffees come in wooden barrels rather than in the familiar burlap bags, and most of the 165 barrels go straight from Jamaica to Japan, where the coffee fetches a very high premium.

Is the price of this coffee worth it?

It's kind of a relative question, as in what makes a diamond worth so much?

The answer is rarity in supply and high demand, plus desirable characteristics.

If you want Jamaican Blue Mountain, you won't be getting any discounts from the Jamaicans and if you're getting discounts, you're not getting Jamaican Blue Mountain coffee.





PUERTO RICO COFFEE: Yauco Selecto Private Estate

Puerto Rico Coffee: *SELECTO* means "chosen" and experts consider Yauco to be one of the world's top-of-the-line coffees. The beans are hand picked only when fully ripened and processed only when orders arrive.

Yauco Selecto Private Estate Coffee offers a full bodied, sophisticated flavor that is also rich, almost sweet, with subtle fruit overtones.

Yauco ranks with Jamaican Blue Mountain and Kona in quality but is not yet well known, so lacks the high price tag!

It is definitely not a coffee to be overlooked!



P.R. coffee beans are surprisingly notable. The government is pushing for improvements in the islands coffee industry and thus far Yauco Selecto Farms have produced the most excellent coffees. Yauco is a unique experience and an exciting stop on your journey through the coffees of the world!





KONA COFFEE

Kona coffee may be more perfectly proportioned than any other coffee bean. This balance comes from Hawaii's famous afternoon shade, which protects the coffee plant from the tropical sun. Kona offers a clean, mild, mellow coffee with just enough acidity to round off the cup.

WHAT SAYS OUR IMPORTER ABOUT KONA COFFEE?

Hawaiian coffees are grown on new (geologically speaking) volcanic soil in a tropical paradise that is cooled by a gentle Kona breeze. These perfect conditions produce a coffee that is equally perfect in many aspects.

Hawaiian coffees are the epitome of balance. Coffee from these lovely islands is clean, mild with a nice hint of milk chocolate, and just enough fruit and acidity to round out the cup.

These are not extreme cups, by any means or measure. Delicate, delicate, delicate is the key, and due to the very limited supply, and thus high prices of Hawaiian coffees, we diligently cup Hawaiians to find that perfect mild cup, and not a cup of blandness that is often paraded as Hawaiian coffee.

A final note here, and I hate to say it, because of my mantra, "Quality is in the cup" but Hawaiian coffee beans are beautiful when roasted. They roast uniformly, are shaped nicely, just look perfect!

Now, I've said it, and I feel a bit ashamed. However, if I ever were to make a roasted coffee display, I would use Hawaiians.



We will continue with our journey on the next page...



The Amazing World of Coffee (Onward!)...

O.K. So far we've touched on some Fun Facts and Coffee History; we've learned about The World's Best Coffee and discovered why that's so. Then we did some Globe Trotting to learn about coffee origins and characteristics.

Now I'd like to introduce you to some things you should know about green coffee.

Green Coffee Beans... (SCA)

WHAT YOU SHOULD KNOW WHEN SEEKING THE WORLD'S VERY BEST GREEN COFFEE BEANS FOR HOME OR SHOP ROASTING!

Welcome to our green coffee beans page.

This page will be valuable to you if:

- * You want to gain some working knowledge of the appearance, origins, and processing of green coffee beans.
- * You are interested in acquiring the very best coffee beans possible for home or shop roasting.
- * You are planning to open your own roasting company and would like more information on one of the best green coffee importers in the business.

THINGS YOU SHOULD KNOW ABOUT GREEN COFFEE BEANS

Arabica and Robusta:

Arabica and Robusta beans are the most well known species of coffee grown commercially for consumption.

Robustas are hearty plants that are grown at lower elevations. They are much higher in caffeine content and are used mainly for commercial grade coffee that you'll find in grocery and convenience stores. (You know - the stuff in the can.)

Arabicas are high grown (usually 3000 feet and up) with a much wider range of taste and, depending on the handling, are considered to be much better in quality.

Most specialty coffee shops use exclusively Arabica beans (You know - the stuff in the fancy valve bags) with the possible exception of the addition of Robusta in some espresso blends. So with the above in mind, you see that the world's best coffee is the Arabica.

This wondrous coffee can be found in mountainous growing regions all over the world within 1000 miles of the equator.



Why is mountain grown coffee better?

It's kind of mysterious you know, but here goes:

Well, the rule of thumb is-the higher the coffee is grown, the harder the bean, the harder the bean, the better the flavor. The slow maturation of high grown coffee gives the trees more time to pull all of that rich yumminess out of the soil and often it's shade grown and organically cultivated. (Whether it's certified or not)

Oh, yes, and before I forget, the best mountain grown coffee is picked by hand, only upon ripening, one beautiful coffee cherry at a time!

Cherry:

Coffee beans are the seed of a fruit or berry called a cherry. You will see illustrations of coffee "cherries" below.

Peaberries:

What is a peaberry? Well, I'm glad you asked!

In fact peaberries are so fascinating that I have a page dedicated to covering them in more detail:

[Magical Peaberries](#)

Peaberries are a naturally occurring mutation where a single bean magically forms in the cherry rather than the two flat beans that we are familiar with. Green peaberry coffee beans are pictured here. Notice the smallish whole beans rather than larger coffee beans in two halves.

Aged coffee:

During the last century coffee was brought into consuming countries by sailing ships. The hazardous journeys took months and exposed the coffee to very hot, moist salty air, common in a ship's hull.

The constant exposure to these conditions caused the coffee to "age" very quickly creating desirable characteristics that would soon be lost to modern shipping methods.

One method of aging is to simply store the green coffee in the hot, humid environment in which it was grown, from one to three years before shipping.

Another method, known as "Monsooning", exposes the green coffee directly to the elements to simulate the long sea voyages of earlier centuries.

Both methods impart an almost syrupy body with a distinctive mustiness. It is thick and rich on the palate, and naturally low in acidity.



Decaffeinating:

Now obviously, we all know that this is the removal of caffeine from green coffee beans, but how is it done and why are some methods better?

GREEN COFFEE BEANS-AT THE SOURCE

The sometimes not so obvious reason that the quality of green coffee beans is so important is that even expertly roasted coffee can only be as good as its source.

Although we absolutely love our morning cup of Joe here in the U.S., darn it, coffee just doesn't grow here on the mainland. That being true, I guess it's really no surprise that many folks here have no clear idea what the actual source looks like.

We have customers at Lakota Coffee Company that quiz me about green coffee all the time while I'm roasting. They'll say things like, "Geez, I thought those coffee bags piled all over the store were just for looks!" or "So that's what green coffee looks like..."

This invariably leads to an avalanche of questions about the coffee industry that I've made a sincere effort to answer here in this site. Many books have been written on this subject, some of which are noteworthy and will be discussed on this site.

So this page, although greatly simplified endeavors to give you a better idea where the best green coffee beans in the world come from and how they get into an appropriate condition for roasting.

NOTE: Once again, in keeping with the focus of this site, we are only discussing the world's very best Arabica green coffee beans grown at 3000 feet or higher.

With the exception of some home roasters, (who are becoming more and more plentiful) most people don't know what a coffee plant looks like much less what the coffee fruit or "ready to roast" green coffee looks like. (Yes, it's actually a fruit!)

Well since a picture really is worth a thousand words...

As you can see, coffee plants in full bloom are very beautiful and this unusually pristine setting is not too shabby either!



Pictured here, coffee beans are the seed of a fruit, or coffee cherry.

Notice the greenish ones on the left and the ripe and ready ones on the right.



This is a lovely Mexican finca or coffee farm. Coffee beans from these high mountain fincas are painstakingly hand picked as they ripen, one exquisite bean at a time.



The cherries grow in clusters and can be very difficult to get to. There are no tools used here. It's all about hands and fingers to strip only the ripened coffee cherries hiding in each cluster. Yipes, talk about patience!

Each tree, believe it or not, only produces from one to two pounds of green coffee beans per season but will continue to produce for many years. Some coffee regions have just one growing season based on one rainy season and one dry season. Some coastal growing regions have as many as five harvests per year.



Cool air and long ripening times allow this mountain grown coffee to display very highly developed, complex flavor, thus the very best coffee tends to be found in regions with one long growing season. That's why all the fuss about high grown coffee. It displays much more intensity in the cup.

This photograph hangs above our daily brewed coffee selections at Lakota Coffee Company.

The majority of these farms are twelve acres or less and are run by families. Sometimes the whole family or families, young or old, as well as hired pickers in some instances help with the harvest, much like many vineyards.

Larger plantations hire hundreds of pickers at the height of the season.



Green Coffee Beans-Processing Methods

Green Coffee Beans - The Wet Method

Washed coffee (the wet method) is more elaborate and expensive than the dry process. It can only be used in areas where water supply is pure and plentiful.

The wet process varies widely but goes something like this:

- * Fresh picked ripe green coffee beans, or cherries are immediately plunged into a large tank of water where the over-ripe or shriveled cherries float to the top and are removed.
- * The good fruit that's left gets sent to a de-pulping machine that strips the fruit from the seed or bean.
- * The green coffee beans are then sorted by a series of rotating cylindrical grates called sieves. This process holds back the skins and gradually sorts the beans out by size.
- * The beans end up sorted by size into separate stone tanks where the seeds ferment for approximately 48 hours to loosen the remaining pulp.
- * The fermented mucilage is then washed by running the coffee down a series of elevated waterways where the beans are even further sorted by size. The coffee ends up in stone drainage tanks where it's held until the water drains away.



The wet method is highly desired by many as the more sophisticated treatment for fine coffees. Washed coffees are very “clean in the cup”, with bright and vibrant acidity.

Lest we think this is the final word, there are those who find the dry method preferable, as in some of the highly prized Sumatrans, Yemenis, and Ethiopians, for their amazing earthiness and luxurious body. At Lakota, we carry wet and dry process green coffee beans and find great quality in both.

Green Coffee Beans-Sorting Cherries in Kenya



Green Coffee Beans - The Dry Method

The Dry or Natural Method is the oldest and simplest method for “curing” green coffee beans. It’s much less expensive because it doesn’t require all the fancy equipment. It takes a few weeks to complete and minor differences in the process vary widely.

- * The coffee fruit is spread out 4 to 5 inches deep in the sun on large concrete or clay drying patios or sometimes wire mesh.
- * The cherries are raked until thoroughly and evenly dried.
- * The dried green coffee beans are often stored in silos or laid out on plywood and covered with canvas until shipped.



This picture illustrates the difference in the way that "ready to roast" green coffee beans look in both the washed and dry process.

Clearly the washed coffee (on the left) has a processed appearance because it's sparkling clean.



The effects of sun drying and the remains of fruit pulp cause the dry processed coffee (on the right) to take on a darker color. It also has a "mottled" look as if it might be lower in quality than its washed counterpart.

Don't be fooled.

Both of these coffees roast to a beautiful deep brown and they both have their own outstanding qualities. One is truly not "better" than the other, different but not better, at least in our humble opinions.

Besides, quality "in the cup" is determined by coffee import experts who cup coffee based on its inherent qualities, regardless of how the green coffee beans are processed.

Washed coffee can demonstrate more vibrant acidity and a "cleaner taste" in the cup. Dry processed coffee demonstrates rich, earthy body.

Try them both and we think you will agree. Both of these methods can deliver a superb coffee drinking experience and certainly neither should be left out of your exciting journey through the coffees of the world!

A Final Word

If you love coffee the way we do here at Lakota, I think it's good to know a little bit about origins, harvesting, processing and such. However, None of this matters unless the quality of the coffee "in the cup" is known.

Sure, it's high grown. It is grown in perfect volcanic soil in a perfect climate. The beans are beautiful, blah, blah, blah... it's all rubbish until someone who knows what they're doing actually "tastes" the properly roasted, ground, and brewed finished product!

And I don't mean here in our coffee shop. I mean right there at the source.

I hope I haven't beaten this to death on this site but... we have once again come full circle to the all-important green coffee importer. I can roast coffee until the cows come home. I can be the best professional coffee roaster this side of the Mississippi. But it's all to no avail if I'm not roasting coffee that has been expertly cupped and carefully chosen for its incomparable quality in the cup!

Lakota Coffee Company and Roasters works with a green coffee importer who does this very well.

Our Decaf selections represent 8-10% of our business. You're a bit more familiar now with where our green coffee comes from, but how do we get the caffeine out of 10% of those beans?

Find out by following the link below!

Decaffeinated Coffee... (SCA)

The Best of the Best also comes in Decaf!

Have you ever had a cup of decaffeinated coffee that was so good, you scarcely new it was decaf?

The best decaf you'll ever taste begins with the finest green Arabica coffee beans available anywhere!

The quickest way to have the above experience follows along with everything we've learned in this site. The difference is that after our green coffee importer discovers a great bean at the cupping table, A small percentage of the buy is shipped to a decaffeinating plant where it is processed before being sent home to the importers warehouse.

It's all the same in principal. You still have a great coffee bean and you still require it to be fresh roasted, in other words, it gets the same six step treatment illustrated on our worlds best coffee page:

- 1) Your coffee roaster/retailer must start with the very best quality un-roasted decaffeinated coffee beans obtainable.
- 2) You must know what your favorite decaf coffees are.
- 3) It must be purchased fresh roasted AND whole bean from a reputable roasting company.
- 4) It must be properly stored.
- 5) It must be properly ground.
- 6) It must be properly brewed.

...and you are off and running with the best decaffeinated coffee you'll ever taste.



THE DECAFFEINATING PROCESS

It really seems a shame that most decaffeinated coffee is just plain bad, because it's just not necessary. Many high quality Arabicas are now being processed in ways that greatly preserve their wonderful characteristics.

The process of decaffeinating has been well refined since the beginning of its practice in the early 1900's. I couldn't tell you who thought of it or how they figured it out but..... here are some simple descriptions of the most common decaffeinating methods:

THE DIRECT METHOD

This process begins with steaming the green coffee beans to begin freeing up the caffeine for removal. Then the beans are soaked in a solution of warm water and a, well, a.....O.K., it's a *chemical*! It's a solvent, O.K.? There, I said it.

This chemical dissolves the caffeine. Then the water containing the caffeine and the solvent is removed and some fresh water is pumped in to replace what was lost. I guess it's no surprise that this method "troubles" some folks who have acquired distaste for the use of chemicals, which these days is practically everyone who is conscious.

Methylene Chloride is the most commonly used solvent. Now, interestingly enough, it's not really a direct health issue because the *minute trace* of MC (we're talking parts per *million*) that may actually stay in the coffee vaporizes at 104 degrees.

Roasting at 440 degrees and brewing at 200 degrees negates the possibility of consuming the chemical, and I'll also mention that the FDA and many independent laboratories have found 0% MC in all green coffees tested; however, it then becomes an environmental issue anyway. The clincher in the market place is that up until recently the direct method simply produced the best tasting decaffeinated coffee obtainable.

Fortunately, this is of little concern at this point because of a relatively new (and healthy) Co2 process that is beginning to replace the direct method and has become more widely available to specialty roasters.

THE WATER PROCESS

A solvent is employed in this method as well but the technique is changed. The beans are again soaked in water to leach off the caffeine.

The water is then pumped off to another tank where a solvent that never really combines with the water, removes the caffeine. The solvent is "removed" and then the caffeine free water is pumped back on to the coffee to be re-absorbed.

The problem with these methods is that all of the goodness comes out of the bean along with the caffeine. You can only hope that the flavor constituents are returned to the bean. Sure, it's decaffeinated coffee, but it's also de-flavored. When you taste this washed out coffee, you sadly know the truth.

THE SWISS WATER PROCESS

This is a well-known chemical free method of decaffeinating that still employs soaking the goodness out of the bean, then channeling the water off, pumping it through charcoal filters to remove the caffeine, and once again returning it to the coffee beans for re-absorption.



We have had some good Swiss Water varietals. They still taste a bit washed out compared to their caffeinated counterparts but still offer plenty of flavor and body for an excellent cupping experience. Swiss Water Process coffee is quite a bit more expensive because the caffeine is lost in the process and cannot be resold for use elsewhere.

THE Co2 METHOD

This is the most promising method to date. The beans are exposed to a highly compressed form of carbon dioxide that combines with the caffeine inside the bean. Thus, no soaking is necessary.

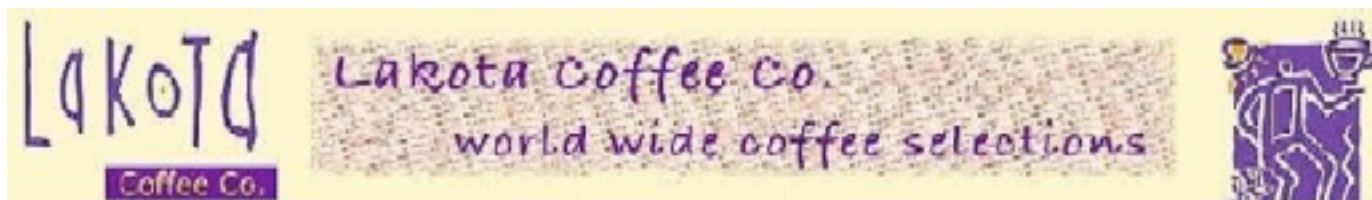
The caffeine is then removed from the carbon dioxide through charcoal filtering.

The beauty of this method is that the bean and all of its wonderful oils are left intact in a solvent-free environment and it shows "in the cup".

This method, along with Swiss Water Process, is quickly becoming "the critic's choice" for high-quality Specialty Coffee Houses and Roasters across the country, **and always our first choice at Lakota Coffee Company!**

Note: Subject to availability! There are times when we cannot get Co2 Decafs and need to defer to a SWP or MC Decaf

Listed below you will find a sampling of the best of the best fresh roasted decaffeinated coffee offered by Lakota Coffee Company and Roasters for your drinking pleasure!



Lakota Coffee Roasting Company Decaffeinated Selections

DECAF LAKOTA HOUSE BLEND

Lakota's unique House Blend is a light, lively Co2 decaffeinated coffee that still offers a mouthful of flavor!

DECAF MOCHA JAVA

The world's oldest and most famous blend, minus the caffeine! This decaf Co2 version retains a balance of the earthy flavor of Mocha and the spicy full body of Java!

DECAF SUMATRA

Everything you would expect from a smooth, "Heavenly Bodied" Sumatra, but 99.9% caffeine free, using a Co2 decaf process!

DECAF COLOMBIA SUPREMO

Similar in taste and quality to its caffeinated counterpart but without the caffeine! This is a chemical free Co2 processed decaffeinated coffee.

DECAF ETHIOPIA

Ethiopian coffees are among the world's most unusual, offering a range of flavors from winy to earthy to fruity. All that, minus the caffeine by virtue of a chemical free Co2 process that leaves this extraordinary decaf soft and fruity in the cup; Also an excellent choice for iced coffee.

DECAF FAIR TRADE (SWP) ORGANIC EAST TIMOR

Everything you would expect from a smooth, "Heavenly Bodied" Indonesian coffee, but it's 99.9 % caffeine free, using a Swiss Water Process; A healthy alternative for Decaf Lovers. Try this superb SWP organic decaffeinated coffee today!

DECAF COLOMBIA FRENCH ROAST

Similar in taste and quality to its caffeinated counterpart. 99.9% caffeine-free, using the Co2 process.

LAKOTA'S DECAF ESPRESSO

A smooth and intense coffee. Full of flavor without the caffeine. Natural CO2 process decaffeinated coffee.



Okay, we're back inside the employee manual again, but not for long!

Our World's Best coffee beans are cultivated all over the world in mountainous regions within 1000 miles of the equator. Our green coffee importers actually go there, cup coffee with the farmers, and choose the best of the best. Then some of those beans are sent away for decaffeinating, and in turn shipped to our importers warehouse. We make a phone call or two and have a selection of those beans delivered to us.

Now what? Well, strangely enough, green coffee is pretty much worthless until we do our part. What you are about to learn, is one more major component in what sets us apart from everyone else who sells coffee. It is our main competitive advantage. Now it's time to release all of the yummy goodness that resides deep in the heart of the coffee bean.

Now it's time to do some roasting! **(What you're about to read is from SCA. As this is the only section that really explains the roasting process, I would prefer you read it in its entirety.)**

Fresh Roasted Coffee... (SCA Please keep in mind that this was written for our prospects.)



FRESH ROASTED COFFEE

**WELCOME TO OUR FRESH ROASTED COFFEE AND
ROASTING TOUR PAGE!**

Fresh roasted coffee lovers should enjoy benefit from this page if:

- * You have plans to open a coffee shop or roasting company
- * You are, or have plans to become a home roaster
- * You would like to source fresh coffee for home or shop
- * You would just like to know more about the roasting process

There is just nothing quite like fresh roasted coffee. The "aroma-roast" drifts to and fro along the streets and byways of our home town watering mouths and whetting appetites for miles around.

The amazingly aromatic coffee I speak of is roasted daily within hours of use on the 16 Kilo San Franciscan coffee roasting machine pictured.



This celebrated machine is located on site at Lakota Coffee Company and Roasters here in the heart of Tiger country and Missouri University at Columbia.



WHAT EXACTLY DO WE MEAN BY "FRESH ROASTED COFFEE"?

Well, I guess it means different things to different people. But around here at Lakota Coffee Company, fresh roasted coffee means the following:

- * If it's roasted for shipment to one of our mail order or wholesale customers, it comes out of the roaster hot and hits the bag when it cools to room temperature. That's fresh roasted coffee. Simple as that.
- * If it's for the store, with an occasional exception, we roast a number of small batches (25lbs. or less) of fresh coffee every day
- * This insures that between in-store brewing of daily coffee, retail sales, local wholesale accounts, and our three coffee kiosks, it moves through the store so quickly it never has a chance to sit on the shelf.
- * Most experts explain that fresh roasted coffee has a ten-day to two-week window for absolute freshness.

Depending on how much material you've covered in this site, you may realize by now that coffee less than ten days old is nearly impossible to find...

Unless you have or know of an excellent local coffee roastery that you can purchase directly from...

OR

A roasting company that specializes in roasting fresh coffee to exacting standards and shipping it directly to you...while still just hours young!

I'm sure that only a person with an exceptional palate can distinguish differences less than ten days. (I know you're out there!)

THE PERFECT BEAN

There is only one step in creating "The World's Best Fresh Roasted Coffee" that is just as important as the roasting process itself. That is to say, you can do a so-so job with grinding and brewing and, with a bit of luck still have a great cup of coffee.

Selecting the most heavenly green coffee beans possible IS that all important step. The actual creation of the perfect bean, we of course leave to God. However, discovering that bean is something else altogether! Apparently, God has quite a sense of humor since it's clear that most things extraordinary seem, shall we say...less than easy to possess?!

Thus, locating that perfect bean is a quest taken no more lightly than that of a Knight on crusade for the Holy Grail. If you think I'm just exaggerating, you should visit some of the major specialty coffee importers. Talk about serious business!

Plus, I have noticed that this search is not always about the money. In fact, it seems that coffee's mystical qualities inspire a passion for the bean that is truly an uncommon "labor of love".

As a professional roaster, I've had my own experience with the spiritual side of fresh roasted coffee. I certainly care more about it than anything I've done, professionally speaking, thus far in my life.



Assuming it's moral and legal, loving what you do always returns big dividends for every one involved, especially yourself, and those who partake of your final creation, whatever it may be.

Everyone should try to do something they love and if you aren't or can't, then at least try to love what you do, whatever that may be. I think good fortune is in the wind for those who at least give it their best. From my experience, all it takes is a firm decision. Actually, that's the hardest part.

O.K. O.K. Enough coffee philosophizing!

So I got a little carried away.

The whole point of this is to say that without excellent green coffee, all of the care taken by a Roastmaster will be like pearls cast to swine. Thus, "The Perfect Cup" becomes sadly unattainable.

Therefore, we rely on another group of professionals who clearly love what they do. That would be our green coffee importer who has wonderful and fortunate people who travel the great far and wide in search of those farms that produce the most exquisite coffee beans in the world.

INCOMING! GREEN COFFEE BEANS

Our friendly American Freight or FED EX man delivers our coffee to us on pallets loaded with burlap bags of coffee from our importer weighing in at 132 to 150 pounds.

(I frequent our local gym for a number of good reasons, but the most important one is so that I don't ruin myself moving our product around.)

ABOUT COFFEE BAGS:

The burlap coffee bags (made from hemp) are decorated with interesting markings denoting:

- * The country of origin
- * The weight
- * The size of the beans and/or grade of the coffee (AA, Supremo, SHB for Strictly Hard Bean, etc.)



* The country or Private Estate's artwork and its logo, etc.



* Markings that identify Fair Trade
or Certified Organics.



* Decaffeinated: The new bag or sometimes the original one
turned inside out carries markings that identify the coffee as
Decaf and the type of process used.



There are many grading systems for coffee but don't let them confuse you. The "cup quality" is much more important than the size or grade so I would advise you to make your fresh roasted coffee choices by taste testing or "cupping" the coffee of the day.

After all, that's how a good coffee importer makes a selection in the first place.

If it's a really good fresh roasted coffee that's loaded with satisfying flavor then the company in question has probably chosen a good importer.

If that's the case, then you've discovered a great source for your regular brew.

After selecting the world's best green coffee beans, roasting is the next most important step to the creation of an incomparable brew.

FRESH ROASTED COFFEE: A WORD ABOUT ROASTING

In truth, the ultimate success of a coffee roasting company such as Lakota relies heavily on two points:

- * The skill used in choosing the green coffee beans
- * The expertise used in roasting that coffee

Since we, for good reason, have faith in our green coffee importer to choose wisely, the responsibility then falls on the "Roastmaster" to do justice to those amazing beans!

Here's what I need to know to make that happen.

- * How to combine the coffee beans into outstanding signature blends...
- * How to properly roast the coffee by making appropriate adjustments in terms of applied heat and length of time. These adjustments depend on many different variables ranging from the size of the roast, to the origin of the coffee beans, to the weather.

This calls on experience acquired through roasting for many hundreds of hours and roasting many thousands of pounds.

Eventually, at some point in your experience, you feel a subtle but powerful shift as a kind of sixth sense settles in. It's a "when it's right you know it" kind of feeling.

After that, roasting coffee is forever changed and you form a "bond" with the whole process that, in my humble opinion, makes one of the main differences between just roasting coffee for a living, and being a "Roastmaster".

I believe it also requires an open mind because you need to be willing to try new techniques and listen to feedback from your peers and your customer base. Believe me, they can tell you better than anybody if you've somehow slipped out of the groove and not realized it.

Of course what's really nice is when they go out of their way to tell you that *you're "in the groove"!*



WHAT ACTUALLY HAPPENS DURING THE ROASTING PROCESS?

Though grinding green coffee beans could be accomplished, brewing the result would be pretty disappointing! It's amazing what incredible complex flavor is locked inside the green bean that only heat will release. Green coffee beans are loaded with carbohydrates that produce sweetness through caramelization, and some "toasted wheat" flavors that occur when broken down by heat.

Also, the acidic nature of green coffee becomes balanced by well-applied heat. The heat tames the harsh acids, and intensifies the more flavorful ones. Green coffee is hard and dense, especially mountain grown coffee. (Remember, the higher it's grown, the harder the bean, the harder the bean, the better the flavor.)

They also contain between 8 and 14 % H₂O within the cellular structure. This explains much of what happens during the roasting process.

Here is a simple breakdown of what happens during the roasting process:

- * The beans begin to absorb heat and change color from the bluish green to a bright blached vegetable green. Nice grassy fragrance is released.

- * As the beans absorb more heat, they turn to a nice golden color releasing the wonderful aroma of toasted wheat.

- * The water inside the bean exceeds the boiling point as the beans turn kind of mottled brown. The water vapor along with carbon dioxide gas (created by decomposing carbohydrates) creates pressure inside the cell walls of the bean.

If the cellular structure weren't pliable the beans would just explode. Instead they expand, and release the accumulated heat making a popping sound. This happens twice during the roasting process and is known as "Pyrolysis".

- * The heat begins building inside the bean again creating hundreds of aromatic flavor compounds as the raw components of the beans break down. There is a thin lining around and inside the beans that is called silver skin.

As the coffee expands, this is released creating "chaff" that accumulates in a tray underneath the roasting drum and in more quantity in the cyclone behind the roaster.

- * As the coffee smoothes out and approaches a darker brown color there is another "pop" and the beans grow larger yet. Sugars are caramelized as the roast darkens and at this point, depending on the roast, some of the volatile oils show up as they are released from inside the beans. The darker the roast goes, the more oil shows up, as the cellular walls become more porous.

So, in the final analysis, green coffee beans change color from blue-green to bright green, to gold, to brown, to dark brown with some oil, to very dark brown and more oil, then to almost black and very oily. They also nearly double in size releasing all kinds of amazing flavor compounds.

In fact over 800 compounds are found in fresh roasted coffee, making it the most complex beverage by far. The coffee also loses about 15 to 18 percent of its green weight during the roasting process.



NOTE

True Fresh Roasted Coffee:

Hand roasting in small quantities on our 16 Kilo San Franciscan roaster creates a very smooth, even roast and allows me to carefully optimize each coffee's unique characteristics.

Every roast is different. Nothing is automated. It's the true "Mom and Pop" approach to down home goodness. This is what truly sets Lakota Coffee Company, and the few companies like us, apart from 98% of all coffee companies.

True Fresh Roasted Coffee.

No brag, just fact!

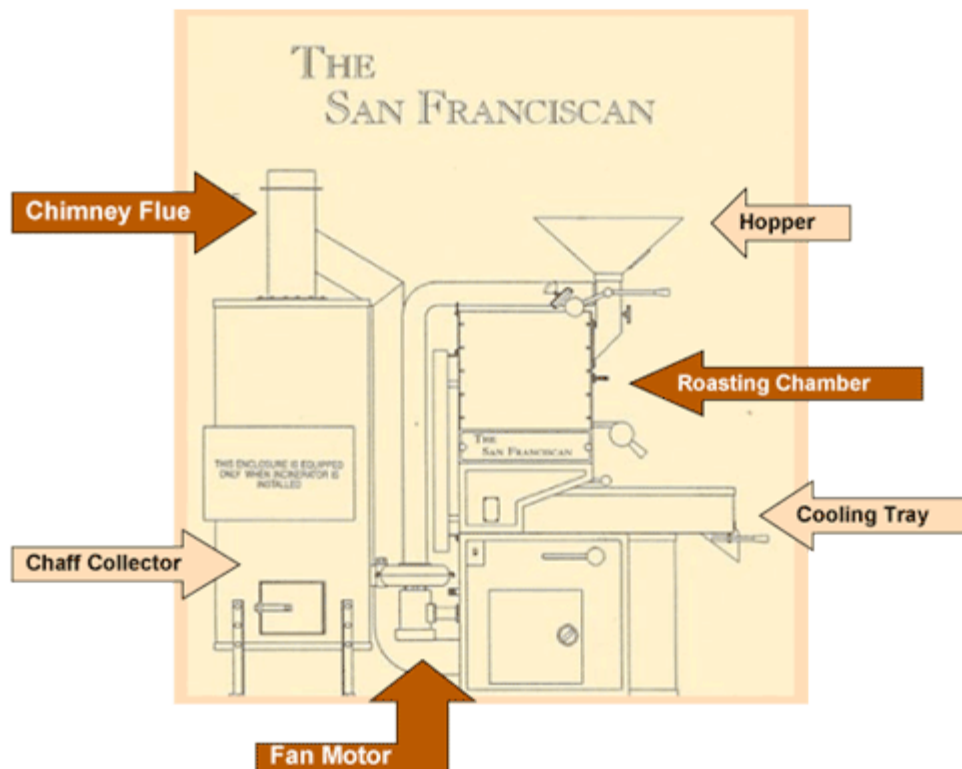


FRESH ROASTED COFFEE-ROASTING TOUR

O.K. So, when the coffee bags are all in proper position, I'm ready to begin the days roasting. We are a small batch roastery so coffee is weighed out in 5 to 25 pound quantities according to special orders, wholesale orders, and whatever needs to be restocked in the store for the day.

The first roast of the day is taken to the roasting area and loaded into the hopper.

(See roaster side view below)



In the picture below, you see the hopper loaded with 25 lbs. of green Organic Costa Rican. The roaster is pre-heated to 400 degrees and ready to go. I am going to bring this coffee to a Full City Roast. The different roasts are discussed in some detail in the terminology section of our Coffees of the World page.



In the next picture, you can see that the coffee has been charged into the roaster. You can see the roast tumbling in the view window. Notice the handle of the "tryer" below the window, a bit to the right.

The handle of the tryer is connected to an inverted cup. I simply take hold of the handle and turn it 180 degrees so that the cup catches some of the roasting coffee.

When extracted I can look directly at the hot coffee. By sight, smell, and sound, I can track the roasting process. When coffee is charged into the roaster it brings the heat down from 400 degrees to around 250 degrees and climbs slowly back to a temperature of my choosing until the roast is finished.

The coffee is paddled around inside the roaster drum, similar to a clothes dryer. The drum is heated by gas flame. The coffee is continually kept air-borne producing a nice smooth fresh roasted coffee.





This is a close up of the view window. Under normal circumstances, I use this window to track the early stages of the roasting process. In the later stages I begin using the "tryer", pictured above.

This is what the coffee looks like when it's green.

I pulled the tryer immediately after charging the coffee so that you can see what it looks like before entering various stages of roasting.



Here the roast is three minutes in, and color change has just begun. The green color has brightened up just a bit. There is a pleasant grassy fragrance in the air.

Now, approximately four minutes in to the roast, we are beginning to see some color change.

The objective here is to bring the heat up slowly and patiently as the roast progresses. We want to develop as much body as the coffee has to offer without roasting out desirable acidity.

This will give us a beautifully balanced fresh roasted coffee.



Five to six minutes in, the beans begin to take on a lovely golden color.

The room (and the neighborhood) fills with the smell of toasted wheat.

This is very similar to the heavenly aroma you get at home when toasting whole wheat or sprouted grain bread.

The beans also begin swelling as the heat builds.

A short time has passed and the coffee is beginning to go from golden to light brown.

At this point in the roast (from 8 to 9 minutes, the beans take on a mottled look. Actually they look kind of ruined

At approximately nine minutes into the roast, the coffee beans suddenly rupture as gasses building inside the beans escape. The beans double in size emitting a very audible popping sound.

We call this "the first crack"!



First crack is subsiding.

At somewhere in the vicinity of eleven minutes the surface and color of the beans are beginning to smooth out arriving at what is known as a "Cinnamon Roast"

I actually do a custom Cinnamon Roast for a couple of our regulars. It's a bit sour, but very fragrant, with fairly weak body. It's more like a strong, aromatic tea with some flowery overtones.



We are nearing our Full City destination as the beans turn deeper and deeper brown. Actually for many shops around the country, this would be a F.C. roast.

Skip and I are in agreement that a bit deeper is better. Why? Because we think our fresh roasted coffee tastes better that way, actually, a lot better!

Our customers agree.

At this point (between twelve and thirteen minutes) we believe we're just short of our ultimate goal for fresh roasted coffee: more body and more intense flavor, still without dipping too far into the beans acidity.

In a properly roasted coffee the acids become beautifully balanced with "body", creating not only full bodied richness, but the pleasant snap and sharp, bright liveliness that we expect from a great fresh roasted coffee.



Through the course of the roast, the coffee absorbs heat up to a point and then releases it with a pop. This happens twice during the roast...so; here we are at the beginning of what we call

"the second crack"!

On most of our F.C. Roasts, such as this one, I listen for the second crack. I know that on this particular coffee, our proprietary sweet spot is smack in the middle of second crack.

In other words, out of the different roasts we have experimented with on this particular coffee, it's at this point in the roast that we get the best flavor "in the cup".





Here's what it's all about. The fresh roasted coffee hits the cooling tray at about 440 degrees in the middle of a vigorous second crack. When I get a special "feeling" that I've hit the best part of the "sweet spot", this moment highlights a very fulfilling part of the day.

As you can imagine, this attracts a lot of attention in our store. People just love the roasting process and several of our regulars have kids that want my job!

Yum Yum! That's fresh roasted coffee!

Here in these two photos you can see what I mean by a smooth, even roast. Notice that the coffee is all the same color and the same texture and smoothness.

This indicates that the roast was brought up to temperature properly. In other words the right amount of heat was applied at the right time during the roast, preventing problems like "tipping" where the end of the bean blows out because of excessive heat too early in the roast.

Ahhh! I know I keep saying this but I just can't help myself...so here goes...

Now... **That's Fresh Roasted Whole Bean Coffee!**
(Sheesh, that felt good!)



Here the cooling sweep moves the fresh roasted coffee, the finished product, into a bucket for distribution. The cooling sweep moves every last bean out of the cooling tray. It's a tough job but *someone* has to do it!

These two photos on the right show the silver skin or chaff that has collected in the roasting drum tray. I understand that chaff does wonders for a garden or compost bin, as do coffee grounds.

These photos below, demonstrate the roast progression of fresh roasted coffee, from green to a full city roast.





CONCLUSION

I hope you have enjoyed our Fresh Roasted Coffee and Coffee Roasting Tour page. The journey that coffee makes from its country of origin to the finished product is quite fascinating and the resulting fresh roasted coffee; freshly brewed, and "in the cup" can be truly extraordinary.

If you have used this page to your benefit, maybe in finding a good local source for fresh roasted coffee, or to help brainstorm the dream of opening your own shop, then this page has served its purpose.

However, if you are looking for a source for fresh roasted coffee, wholesale or delivered to your doorstep, that follows the exacting standards discussed on this site, I hope you will give Lakota Coffee Company and Roasters a try.



Welcome back.

I hope you enjoyed the roasting tour. It was definitely a labor of love! I plan on splitting the rather lengthy page into smaller sections and adding video of an actual roasting session in the near future. ***Right now you know more about where coffee comes from and how it's produced and processed than about 98% of the population!***

To round out your education on coffee beans, please read the next three sections in succession. They will help you with product knowledge and with fielding customer questions:

Fair Trade and Organic Coffee... (SCA) **CERTIFIED ORGANIC COFFEE AND FAIR TRADE ORGANICS**

Fair Trade Organic Coffee and Certified Organic Coffee are not only among the worlds very best in terms of quality, but they are environmentally sound and help guarantee a fair price to the grower.

What's the difference between Certified Organic and Fair Trade?

Well, I'm glad you asked! Most Fair Trade Coffees are organically grown, but not all organics are Fair Traded. Confused yet?

Let me explain.

For hundreds of years farmers have grown coffee organically, that is to say, without the use of synthetic pesticides and herbicides.

Enter problem #1:

More recently, difficult times have struck, causing some farmers to try "more modern methods" to get a better cash crop.

You know the story. Thus, the arrival of a variety of methods designed to get more production, ultimately, at the expense of the farming community.

Fortunately, there are plenty of stubborn folks out there who choose to maintain all of their traditional ways by promoting the use of shade trees, composting, and inter-planting of other food and cash crops along with coffee.

These practices keep Mother Earth healthy by preventing water contamination and providing habitat for dozens of species of migratory birds that, in turn feast upon the little "varmints" that damage the coffee trees!

These farmers now have some support from organizations that provide certification for those earth-friendly traditional farming methods.

Thus, we have Certified Organics.



NOTE: Many of the "regular coffees" that you may purchase are organically grown but still un-certified. The certification process is expensive but farmers eventually discover that the price of third-party certification is more than offset by the premium price they can get for their coffee.



When specialty coffee importers travel to coffee estates, they are always looking for the very best green coffees. Not surprisingly, many traditionally grown organic coffees can show very high quality "in the cup!"

Enter problem #2:

As the world market becomes flooded with cheap, low-quality coffee from over-producers like Vietnam, small estates that adhere to traditional farming practices can't compete in the market place and are often left in a bad way, many being devastated.

To make matters worse, under the current trade system, very little (often less than 10%) of what consumers pay for coffee actually reaches the families that did all the hard work growing the beans.

The hopeful remedy for this problem is the Fair Trade Act. Fair traded coffee is purchased directly from farming cooperatives, eliminating the usual middlemen and makes it possible for farmers to earn a fair and equitable living.

Thus, we have Fair Trade Coffee.

What we can hope for here is that eventually all of the small farming communities that use traditional organic methods that, by the way, produce some of the best coffee in the world, will be able to take advantage of the Fair Trade cooperative.

As you can see, it's very important that we use our purchasing power to support Fair Trade and Certified Organics. Contrary to what some "experts" say, interest in Fair Trade and Certified Organics isn't just a passing fancy. It seems that more and more people really do care.

*You can make a small but not insignificant difference by helping third-world farmers protect themselves, their families, and communities from the hazards of "modernized" growing methods, **AND** help protect the environment, **AND** see that the family workers who lovingly produce the cherished bean earn a premium price for their efforts. And guess what!*



It only costs us a few extra pennies!

Your choice really does make a difference.

Please support Fair Trade and Certified Organic Coffee!



Special Blends... (SCA)

THE ART OF BLENDING COFFEE

Special Blends can deliver what very few "stand alone" coffees have: just the right acidity, or "snap", the pleasing spice and fruit notes, *AND* scrumptious syrupy body!

Some say that no single varietal will do, however, the Antigua region of Guatemala, the Tarrazu region and Doka Estates of Costa Rica, the majestic Kenyan coffee and possibly some select Ethiopians can at least come close to running such a gamut of extraordinary balance.

And So Enter Special Blends!

Blending is the art of combining two or more varietals to create a unique coffee that is greater than the sum of its parts.

Someone blending for flavor would think about each bean and what it has to offer and then choose another varietal or varietals to fill in the missing notes, with the goal of creating a glorious symphony of flavor.

Sound like fun? If creating special blends turns you on then you're in for yet another wonderful treat in your journey through the coffees of the world!

As you discover what your favorite varietals are, you can begin your own exploration of experimental combinations to create your very own special blend.

If you become good at blending, as *ahem...* we have, here at Lakota Coffee Company, each of the characteristics in the chosen coffees will be wondrously enhanced and with some effort and maybe, a bit of good fortune, you will have truly made "***The Perfect Cup***" your very own!

If you love coffee the way we do, this can become a highly satisfying hobby and a great way to make a hit at friend and family get togethers!

"Yeh, I know it's incredible and yes, (tongue in cheek) I created this blend!"

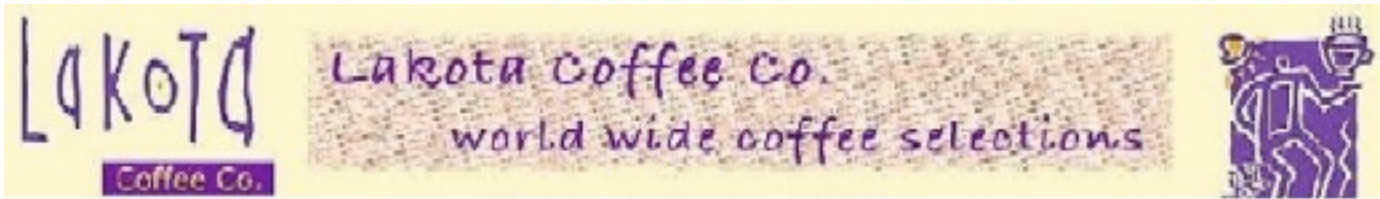
Creating blends has definitely been one of the more satisfying endeavors in my coffee roasting career and as Lakota owner Skip DuCharme would tell you, blends play an indispensable part of owning a successful coffee house.

If blending isn't for you, never fear, there are plenty of great blends for you to explore including favorites in our coffee house and many other great coffee houses around the world.

As a coffee snob in training, you would certainly be well advised to explore the exciting world of inspired coffee blends!



Listed below you will find a sampling of the coffee blends offered by Lakota Coffee Company for your drinking pleasure!



Lakota Coffee Roasting Company Special Blends

THE BISTRO BLEND

Lakota Created this delicious special blend for Les Bourgeois' Winegarden and Bistro in Rocheport Missouri. With rich, clean flavor, Bistro Blend is truly a compliment to their award-winning wines! Be sure to try this outstanding blend!

FAIR TRADE ISLANDER BLEND

A sophisticated meeting of Fair Trade Organics at the halfway point in your coffee journey: 50% Fair Trade Sumatra and 50% Fair Trade SWP Decaf Timor. Smooth, Rich Flavor, with ½ the caffeine!

CLASSIC ARABIAN MOCHA JAVA

The World's Oldest Blend: Here is the time honored meeting between Arabian Mocha Yemen and Java Estate that constitutes the world's oldest and most famous blend in all of its original glory!

Expect full-bodied, bittersweet chocolaty overtones that enhance Mocha Javas rich complex flavor!

ITALIAN BLEND

Rich and mellow, This is Lakota's darkest roast. It offers a sweet taste and unique richness not found in many other coffees.

CERTIFIED ORGANIC VIENNESE BLEND

This is a unique blend of two Certified Organic coffees. Certified Organic Costa Rican beans are full city roasted for bright acidity while a French roasted Certified Organic Peruvian adds deep richness. Don't fail to try this superb organic blend.

W.K. RIVER BLEND

A fusion of South and Central American flavors that create a lingering richness. Lakota donates a portion of each purchase of this blend to the Wounded Knee District School in South Dakota!

LAKOTA HOUSE BLEND

Lakota's unique house blend is a light, lively coffee that offers a mouth full of flavor. It's a tasty, balanced coffee that you'll enjoy all day long!

ROASTMASTER'S FIRESIDE BLEND

An exquisite blend of the finest Indonesian and African coffees and a touch of snap from Central America. This blend features a combination of full city and French roasted coffees that offers a delicious medley of smoky overtones, full flavor, aromatic spiciness, and exceptional body!

TETON BLEND

A unique, tasty blend of Celebes Kalossi, an Indonesian coffee that adds richness, and Lakota's Coal Black Italian Roast, which brings great body and smoothness. A blend of this caliber is difficult to find!

JAKARTA BLEND

A hearty blend of the best Indonesian Coffees in the world. Jakarta stands up to the richest dessert. This is one of Lakota's boldest, heartiest blends and a superb after dinner coffee!

ESPRESSO BLEND

Lakota's Espresso is designed to hold its flavor in our delicious specialty drinks. Our unique blend produces a straight, bitter-sweet shot of wonder that is the dark, rich, pure essence of coffee.



Flavored Coffee... (SCA)

WHAT GUARANTEES THE BEST FLAVORED COFFEE AVAILABLE ANYWHERE?

IT BEGINS WITH THE MOST WONDERFUL MILD COFFEE BEANS AND.....

Flavored Coffee finishes with the most tantalizing high-quality flavorings available!

I'm assuming that you're here because you adore dessert coffees, you know, where the Hazelnut or Southern Pecan ever so delicately permeates a great aromatic cup of coffee? Where a touch of cream and honey transforms the flavor of choice into a hot and creamy version of flavored coffee Haagen-Dazs?

Did you ever wonder what constitutes a great dessert coffee and how this amazing coffee is created?

Well, just let me tell you.... well, O.K., it isn't rocket science. Actually the "hands on method" is pretty darn simple, but like all the best of things, and similarly conveyed by the rest of this site, several key factors must be in place to have the heavenly experience described above.

1. These coffees begin with...big surprise, the best green mountain-grown coffee available, BUT, it must be a mild coffee such as Brazilian or Mexican.
2. The coffee must be brought to a nice medium roast, not too light or it will be a bit grassy and acidic, not too dark or it will become too powerful and eclipse the flavoring of choice.
3. Then, while still warm to the touch, the coffee beans are transferred to a sterile plastic container where the highest quality flavoring is poured evenly over the beans.
4. Then it's shake and bake! The coffee beans are shaken vigorously until thoroughly coated. Because the beans are still warm, they soak up every delectable ounce of flavoring.

O.K. So like I said, it's not high tech, but after a number of different flavoring methods I have experimented with over the years, this produces the finest flavored coffee imaginable. After all, it's more or less "home made" with old-fashioned loving attention to quality.
(well...ahem, at least, the way we make it here at Lakota Coffee Company!)

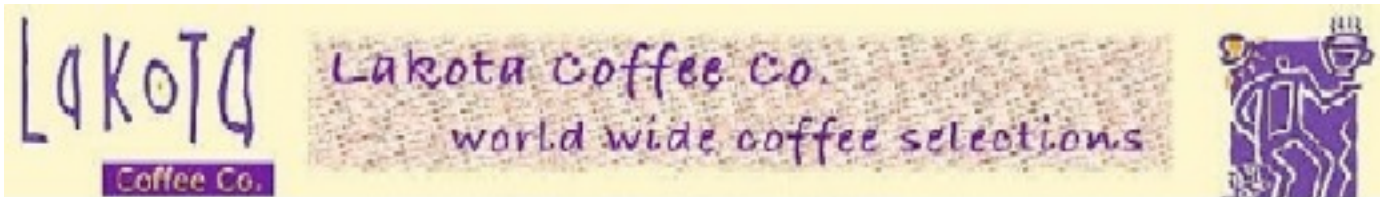
Now, assuming proper brewing, those scrumptious flavors will blend beautifully with the delicate aromatic quality of a mild high-grown coffee and, well, there you have it!

You have arrived... at Flavored Coffee Nirvana!

Now, if you haven't yet experienced dessert coffees and are just indulging your curiosity, after (hopefully) having read other pages of interest in this site, I would have to say that as a coffee snob in training, you would certainly be well advised to explore this delicious and rewarding category!

Listed below you will find a sampling of the wonderful flavored coffees offered by Lakota Coffee Company for your drinking pleasure!





Lakota Coffee Roasting Company: Flavored Coffee Selections

BAVARIAN CREME

Try this sweet, creamy, caramel treat with fruity overtones, reminiscent of the German countryside. It's practically a dessert in a cup!

CINNAMON HAZELNUT

Two traditional flavors unite to create a spicy, creamy cup that is delicious all year long, but especially nice during the holidays!

ENGLISH TOFFEE

Features the soft, warm, traditional flavor of butterscotch. Sit down with a cup and let the flavor envelop you! This is a dessert-in-a-cup treat, especially pleasing after-dinner.

FRENCH VANILLA

Features the soft, soothing, yummy flavor of vanilla. Makes a delicious cup after dinner or a great pick-me-up treat before a busy day.

WHITE RUSSIAN

The smooth flavor of Kahlúa and Crème with a bit of caffeine instead of vodka! Sit down with a cup and enjoy a serious taste treat!

CHOCOLATE MACADAMIA NUT

A mild, sweet and chocolaty coffee that features the distinct flavor of Macadamia Nuts. This coffee is a delicious treat anytime.

HAWAIIAN HAZELNUT

Try the amazing traditional flavor of Hazelnut with a touch of Hawaiian coconut! This dessert coffee is creamy, smooth and drinkable all day.

IRISH CREME

This is one of our most popular flavored coffees. Recalling a taste of Baileys, Irish Crème makes a truly wonderful after-dinner selection.

SOUTHERN PECAN

Enjoy the traditional flavor of Pecans coupled with an outstanding mild mountain- grown coffee from Mexico. Southern Pecan continues to be a favorite among dessert coffee lovers.

CHOCOLATE RASPBERRY

This awesome coffee features delicious, deep chocolate, highlighted with a delicate touch of raspberry. It makes a perfectly scrumptious after-dinner treat, a true dessert-in-a-cup!

HAZELNUT

Hazelnut is Lakota's most popular coffee flavoring. It is creamy and drinkable all day long!

FRENCH VANILLA-CHOCOLATE

Features the soft, soothing flavor of Vanilla, complimented by deep, rich chocolate! You'll have to try it to believe this dessert coffee lovers treat!



There is one last area you need to be reasonably knowledgeable about: How to handle our "World's Best Coffee"...

You will definitely get questions from our customers that will be answered in the following three pages.

Proper Storage... (SCA)

COFFEE STORAGE: Storing Your Coffee Beans Properly...

Should you freeze it or just refrigerate it? Store it in jars, paper, plastic bags, fancy valve bags or 55 gallon drums? Does it really matter if it's whole bean or ground?

I mean, come on. How much time do I have before my World's Best Coffee goes stale...Really?

These are questions that concern most specialty-coffee buyers.

When building this page, I thought it best to use the KISS principal. You know, Keep It Simple Silly. (My Mom dislikes the word Stupid!) The issue of storage has been greatly clouded by myriad opinions and preferences from a lot of well meaning "experts".

To me, the bottom line is this; certain conditions do harm to the freshness of your coffee. These are the things you hope NOT to expose your World's Best Coffee to, at least not until the appropriate time!

- #1. Moisture
- #2. Air
- #3. Heat
- #4. Light

The most direct and simple way to store your coffee without breaking any coffee snob commandments is to buy your coffee in small quantities as needed, WHOLE BEAN, and store it in an airtight canister (ceramic is best) or vacuum canister, in a cool shady spot, possibly on the counter or in the cupboard (could it be that simple?) right next to your handy dandy World's Best Coffee grinder!

NOTE: Now, please forgive me because I really don't mean to beat this to death, but I would be remiss in my duties as a coffee snob trainer if I failed to... well...beat this to death. Possibly the single most important consideration for the sake of freshness and the legitimate pursuit of "The Perfect Cup" is buying your coffee whole bean and grinding it yourself just before brewing. Proper Coffee Storage for pre-ground coffee is practically a moot point. Clearly there is no substitute for this crucial step to getting the most out of your "World's Best Coffee"!

On the other hand, if you are perfectly fine with your pre-ground coffee and it puts a big smile on your face when you drink it; then kindly forget everything I just said.

SO! Proper Coffee Storage Mission Accomplished? No Worries...? Well, O.K., Hold your horses... you knew there was an exception.



You see a killer ad from your local Roaster or Online Coffee Roasting Company that exposes you to great savings on a bulk purchase of 5 or 10 pounds of that amazing mouth watering favorite coffee of yours. And, well... you couldn't resist.

And you shouldn't have to, but how do you keep it fresh?

To freeze or not to freeze?

First and foremost, *the fridge is a major no, no*. In the first place, it's not cold enough to keep your coffee fresh. Secondly, your coffee will deodorize and dehumidify your refrigerator-just like baking soda, (yipes!) especially if its ground. That can't be good!

Freezing is optional. Some experts say that coffee is never quite the same after freezing. True or not, what's important is what works for you.

In my experience, if you have a quantity that can't be consumed within 10 days to 2 weeks, freezing becomes a reasonable option. Just make sure to wrap it well as there can be some damaging exposure to moisture and light from constant opening and closing of the freezer door.

So if coffee storage in the freezer becomes necessary, here is my advice:

#1. Store your coffee in the original packaging.

#2. Put each one in its own Ziploc freezer bag and if you're a real stickler, draw out the air with a straw while you close the bag.

#3. Then put them all into yet another bag, this time a grocery sack to keep out the light. This may seem a bit much but it will protect your investment from being damaged by moisture and light. Now you can withdraw your coffee in the proper quantity as needed and let it thaw before grinding. Your coffee should only be frozen and thawed once.



Proper Grinding... (SCA)

HOW TO GRIND COFFEE PROPERLY: Demystify Your Daily Grind...

HOW TO GRIND COFFEE

We all know the expression "Daily Grind" wasn't coined as something to look forward to. However, where coffee is concerned, the daily grind can and should be one of life's greatest simple pleasures.

The rich, spicy aroma created by the grinding of fresh roasted coffee is nothing short of amazing. I'd like to find a way to bottle this spicy scent-full strength, just the way its bouquet permeates the olfactory while expanding to fill the kitchen (or our shop) during the grinding process. (Sheesh, Did I almost wax poetic?)



Grinding coffee can be, not only enjoyable, but a relatively simple affair. However it should be noted that the importance of how to grind coffee properly is often overlooked even though it is a crucial step in the anatomy of a perfect cup.

Here are the important points:

Note: For the very best results, grind your coffee moments before brewing. (Duh..) I have a tendency to over-emphasize this obvious point but it is important if your goal is "The Perfect Cup".

How to Grind Coffee Properly: Match the Grind to the Method...

The tricky thing about how to grind coffee is that it must be ground specific to your preferred brewing method.

Coarse, Medium, and Fine "grinds" are used for various brewing methods to get the best flavor possible. What's really tough is explaining what those grounds actually look like! Well, someone else has done that very well, thank goodness. (pew)

So if you'd like to get a very clear picture of coffee grounds, click on the link below. It will open a nifty page from an excellent (and well named) site called "I Need Coffee"! (opens in its own window)

[Coarse, Medium, and Fine Grinds/A Clear Picture!](#)

If that doesn't scoot your boots, then maybe my verbal descriptions will be helpful:

- * Coarse - Chunky, distinct particles, reminds me of potting soil.
- * Medium - More the texture of coarse sand.
- * Fine - Smoother yet. More like sugar or salt when you rub it between your fingers.
- * Super Fine - Not as fine as flour or powdered sugar, but definitely in that ball park. You can still feel some grit.
- * Turkish Grind - Like flour, very powdery.

NOTE: Although it helps to hold your mouth just right while using a blade grinder, it is well known that Quality Espresso and Turkish grinds can only be accomplished with a more expensive burr grinder. Sorry.

How to Grind Coffee Properly: O.K., O.K., So What Grind-For What Maker?

The way you grind your coffee has a huge effect on the way it tastes. The following chart will help you with a good starting point. Remember, this information is not about *my perfect cup*, it's about **yours!**

So, providing you with a good starting grind is "Mission Accomplished" for me. From there you can adjust to your hearts content until you find your own personal "Coffee Nirvana." O.K.? Here Goes!



A Coarse Grind is generally used for the following:

French Press (press or plunger pot)
Toddy Makers (cold brew method)
Vacuum Coffee Maker
Percolator (perish the thought!)

A Medium Grind:

Auto Drip Makers (with flat bottom filters)

A Medium/Fine Grind:

Drip Makers (with cone shaped filters)

A Fine Grind:

Stove Top Espresso Pots
Some Drip Makers (with cone shaped filters)

A Super Fine Grind:

Espresso Machines

A Turkish Grind:

Well, uh... that would be for the uh... Turkish Style Coffee, yep, that's it!
So how does all this rocket science translate into the perfect grind for the perfect cup?
Well, there are probably a thousand different styles and makes of grinders available for home use but there are only two types.

How to grind coffee for your specific needs...?...

**Two Ways To Get Your Grind:
Should I Blade, or Should I Burr...**

One is called a Blade Grinder (or coffee mill) and one is called a Burr Grinder.

Which one is right for you? I thought you might ask!

The answer to that question is a question.

What can you spend?

BLADE GRINDERS: PRO AND CON

The good news is that a blade grinder will get the job done for most people who make coffee in a Drip Maker, Toddy Maker, or French Press. In other words, blade grinders are functional for all but fine to super-fine grinds such as Espresso or Turkish. They are simple and inexpensive.



The drawbacks are few but notable:

#1. They are a bit messy and noisy. Would you rather be awakened by an obnoxious sound or a pleasant aroma?

#2. Since the coffee is not really ground but pulverized, it lacks consistency which means extraction is not as smooth and complete.

#3. And last but not least, there is somewhat of a learning curve. Let's address that now, shall we?

How to Grind Coffee with A Blade Grinder (Also known as a coffee mill)

This type of grinder usually has a clear plastic top that covers a coffee bean reservoir. The blade looks (and works) like a propeller and is seated in the center of the reservoir. The beans are poured into the reservoir and the top is replaced.

Putting some pressure on the top or in some cases holding pressure on a button causes the blade to spin, pulverizing the coffee beans. Blade grinders are handled manually so they have no settings.

That's why, with this grinder, you need to be familiar with the different grinds because this little operation is done by a combination of timing and uh... well, your basically gonna eyeball the darn thing! O.K.?
The longer you grind, the finer the grind will be. Not to worry. This is actually much easier than it may sound.

O.K. HERE'S THE SECRET:

How to Grind Coffee with a Blade Grinder...

First of all, How much coffee do you use? I like my coffee strong, so for a 15 cup maker I fill the reservoir as full as I can. If I can still get the lid on, I'm happy.

A good rule of thumb for most people though, is to start with two tablespoons of coffee beans for every six to eight ounces of water and adjust to your taste

(in other words, approximately two tablespoons of coffee beans per cup)

Now, once the grinder is loaded, don't just hold the button down and let it rip... use short bursts of a few seconds each so the coffee doesn't overheat.

Make sure you have a hold on the top of the unit and give it a shake during bursts so that the grounds get well mixed while grinding. This will make the grind much smoother and consistent.

For a coarse grind, 8-10 seconds, a few seconds at a time should do nicely. For a medium grind, try short bursts that add to 10-15 seconds, and a fine grind would be a few seconds or more longer. Experiment and have fun.

After a short learning curve, you will get it just right and getting it right, my friends, will lead you to "The Perfect Cup"...I promise.



How to Grind Coffee: Burr Grinders

O.K. So what's the big deal about burr grinders?

Well, I'd have to say *precision* and *versatility*.

Precision:

Yes, if you spend a bit more money, you can wake up in the morning and precision grind coffee before you even get the sleep out of your eyes.

Your world's best coffee beans fall down between two burrs that have been pre-set (by you) allowing accurate grinding for the brewing method of your choice. Your coffee shall henceforth be ground perfectly, day in and day out.

Due to variations between manufacturers you may still need to experiment some with different settings. You may find that the recommended settings need to be adjusted to your taste. Once you get the settings right for your "Perfect Cup", well, then my friends, it's what you might call a "No Brainer!"

Versatility:

A burr grinder will grind coffee accurately for *any purpose* from French Press to Espresso to Turkish. It is truly an all purpose grinder.

How to grind coffee properly is now a forgotten concern and your Perfect Cup is only moments away...

PROPER COFFEE BREWING (SCA)

Perfecting Your Daily Brew...

BREWING YOUR PERFECT CUP!

Oh *COME ON!* What's with all the Rocket Science? You just zip the beans in the grinder doo-dad, dump 'em in the paper thingy and push the bloody button on the watchyacallit! Right?!

Well, maybe that delivers the perfect cup for you, *BUT...* there are many ways to brew coffee and if you would appreciate specific instructions for each method, you're on the right page.

If there is a certain brewing method that already appeals to you then just click one of the links below to jump right to the article OR if you're happily exploring different methods, just read on!

NOTE: The information offered on this site is for your convenience, and of course, it's Free. However, if you are looking for an excellent source of coffee...ahem...please consider giving us a try.

I will say this as humbly as possible:

I simply do not believe it's possible to find better coffee *anywhere*.
(Sufficiently humble?!)



I do not say this lightly. The World Class coffees that we offer are 100% in keeping with the exacting standards discussed on this site. Each type of coffee is hand roasted, giving focused attention to the specific characteristics of its point of origin. Be sure to give us a try. You'll be glad you did. Check out our amazing guarantee below. Thank you.

Coffee Brewing: The Automatic Drip Method

Brewing coffee using unconventional methods is becoming more commonplace but the auto-drip method is still by far the most widely used. Why? Well, coffee brewing with auto-drip is pretty darned convenient and assuming a high quality coffee, most people are happy with the results.

Let's keep it really simple:

To get the best results with your auto-drip coffee brewer, do yourself a favor and read the little book that came with it. I know, I know, I have some resistance too, but I do find that it ends up saving me a lot of grief.

There must be ten thousand different makes and each one has its own peculiar specifications. At least skim the instructions to get some good starting points for your first attempt at coffee brewing. This should keep you from having any unnecessarily anxious moments.

NOTE: *Once in a while one of our customers will complain that they can't get the same rich, full bodied coffee at home that we have here at Lakota, no matter what they do. We suspect that the reason for this is brewing temperature. Some brewers don't get the water hot enough, causing your coffee to be under-extracted. So when you shop brewers, please make sure that the specifications show a brew temperature that is as close to 190 degrees as possible.*

Aside from the above, there are only a few important points of concern with the auto-drip method:

Coffee Strength and Flavor (Dosage and Grind)

One of the most asked questions we hear in our shop is "How much coffee should I use?" or "How strong should I make it?" Since this is about *your perfect cup*, the best answer is "How strong do you want it?"

These instructions assume that you are using an excellent fresh roasted coffee. Also, I can't overstate the impact you will experience if you grind your coffee just before brewing. There is simply no single action I know of that will move you more strongly in the direction of "The Perfect Cup". Where the World's Best Coffee is concerned, quality and freshness reign supreme!



A good starting point is 2 level Tbsp. of (fresh?) ground coffee per 12 oz. cup. Use more or less coffee to your taste. The other critical factor that influences flavor and strength of your coffee brewing effort is the grind setting.

Brewing with an auto drip-maker that uses a flat bottom filter requires a medium grind.

Brewing with an auto drip-maker that uses a cone filter requires a medium-fine grind.

If you grind your own coffee then you should enjoy our page on:

["How to Grind Coffee Properly"](#) to find the best starting points.

Other wise, your friendly coffee shop will be happy to grind for your needs. Just specify whether it's for **cone** or **drip**.

The Water Supply

As previously stated on this site, you will be amazed by how much difference filtered or purified water makes when it comes to unadulterated flavor. The better the quality of your coffee, the more important this point is. Your coffee brewing equipment will stay happier and healthier too!

Coffee is 99% water, so you're not likely to experience the perfect cup with chemical laden tap water. Bottled or filtered is best, the latter with some type of reverse-osmosis or carbon filter will best do the trick.

NOTE: If you are on a water softener, I have some good news and some bad news. Which would you like first?

O.K. O.K. Bad first: Coffee tastes "flat" without the organic minerals present in most water sources. So coffee made with softened water won't have the lively snap you'd expect.

O.K. I love this part: The Good News!; you can STOP using that water, change to bottled or bypass your softener and filter the water, and when you do, you'll be amazed at how much better your coffee really is! No Kidding!

The Heat Supply

O.K., You have found and purchased some really outstanding fresh roasted, whole bean coffee. You have learned how to grind it and done so perfectly. Then you faithfully followed the humble Roastmaster's advice and read your handy-dandy coffee brewing instruction booklet AND brewed your coffee accordingly. It is so delicious that you are contemplating the existence of Coffee Nirvana and thinking that maybe I wasn't kidding around and you've actually arrived! Now I want you to look over and see where your pot of delectable fresh brewed coffee is resting...

Uh Huh...it's on the heat isn't it?

No, No, No! Curses!

Bad coffee snob trainee.

Bad, Bad, Bad!



Your first cup was eligible to qualify as a legitimate candidate for the illustrious "Perfect Cup". But the rest of that pot needs to be removed from the heat immediately!

O.K. O.K. So I'm over-dramatizing just to drive the point home. Please understand that within a few short minutes on the heat, your coffee as you knew it, will be gone to a "bitter" place. (Not better)

An inexpensive (or expensive) coffee carafe or air-pot will solve this problem, keeping your coffee hot and fresh and freeing up the brewer to make another pot if you should happen to be entertaining.

There is an even better solution: Purchase an auto-drip unit that brews directly into a thermal carafe, such as the DeLonghi 10-Cup Thermal Coffee Maker pictured above. To shop that unit and a nice variety of other very good makers, just click on the picture above and Espresso Zones will open in a new window! Enough said.

Note: For a complete printable tutorial on Auto-Drip coffee brewing please visit this great article entitled ["Good to the Last Drip"](#) on one of our favorite coffee information sites: "I Need Coffee"! This is a non-commercial site that is just loaded with great content. Happy Auto-Dripping...Cheers!

Brewing With a Chemex Maker

What is a Chemex Maker? Well it's a fancy kind of Auto Drip Brewer, uh, well... without the Auto. In other words, **you** get to provide the "Auto" function.

The Chemex brewer's classic hourglass design is actually an American original and has been honored by the Museum of Modern Art. Its shape creates a built in filter basket but tends to make cleaning a bit tricky.

This is one of our favorite ways to make coffee. Skip (Lakota's owner) brews with Chemex at his home and loves it.

Why? Because it gets him fully engaged in the process of brewing, and it makes great tasting coffee. So if you're all about the hands-on approach then you can have some fun with this method and end up with an amazing cup of coffee too!



The Melitta Manual Maker

The Melitta Coffee Brewing System was created by a German housewife in 1908. Melitta Bentz was trying to filter the sediment out of her husband's coffee with a kitchen towel!

Ultimately, she substituted some blotter paper placed over the top of a perforated brass bowl.

To this very day, over 80 percent of German households employ this simple, foolproof "Melitta" filtering system to make their daily brew!



This method of brewing is almost identical to Chemex except the system breaks down to facilitate easier cleaning.

The other pros and cons are the same: You need to heat your own water and manually pour it through the coffee and it should either be consumed immediately or poured into an air pot or insulated carafe to keep it hot.

The big plus is that you have complete control over the water temperature and the amount of time that water is in contact with the grounds. Water "just off boil" is perfect for brewing and from 4 to 5 minutes is optimal for brewing time.

Any of the manual drip methods make it possible to tweak the strength and body of your coffee to your hearts content. And of course (as always), the ultimate destination is your own personalized demonstration of "The Perfect Cup"!

The French Press or Press Pot (Also Known as a Plunger Pot)

Many experts feel that the "French Press" method of coffee brewing is the best way to experience "The Perfect Cup". It produces a thick, rich cup, full of the aromatic oils that give coffee its flavor.

Also the classic French Press is quite a romantic fixture. It evokes visions of intimate conversation at quaint outdoor cafes on tucked away; lamp lit streets wherever your imagination may take you.

There is surely no more elegant way to serve coffee, whether it is served on a breakfast tray with fresh, warm croissants or scones, or by fireside after a splendid dinner.

What tickles me about this "stylish" brewing method is how similar it really is to "Cowboy Coffee".
(As you will see...)

Indeed, you will find the Press Pot to be a handy coffee companion for camping out. (I always take mine!)

This method of coffee brewing requires that the grounds be stirred directly into the hot water and there is no paper filter, thus the thick, earthy body.
Too much so, for some.

Coffee Brewing with a French Press

Since a Press Pot doesn't actually contact a heat source, it is a good idea to preheat the plunger and pot with warm water.

Coffee Brewing: For each cup, measure two level tablespoons of medium to coarse ground (ahem...fresh roasted, that is...I know a place...) coffee into the the glass pot.



Note: Ideally, your coffee should be ground on number 12, which is right next to the coarsest grind you can get at your local roastery. Any finer than medium tends to over extract and cause difficulties with pressing the plunger down. Lastly, too finely ground coffee will also end up in your cup... not good to the last drop!

Your water should be "fresh off the boil" and stirred directly into the grounds with a long handled wooden spoon. (Prevents breakage) Stirring makes certain that the grounds are saturated and properly extracted. Now set the plunger top in place. Press the plunger down just far enough to eliminate any air. Cover the whole unit with a towel and let the grounds steep. After 4-5 minutes press the plunger down firmly but slowly.

Pour and enjoy!



The Toddy Maker (Cold Brew)

What is a Toddy Maker?

Why "cold brew"?

The ancient process of cold coffee brewing was perfected in 1964 with the Toddy Cold Brew System. A chemical engineer graduate of Cornell University named Todd Simpson developed and patented the cold brew system. His inspiration for the creation was his mother's weak stomach!

Apparently she could not handle coffee's natural acidity, a problem completely remedied by drinking coffee from a Toddy Coffee brewing system.

You can use your favorite coffee to produce a coffee concentrate that is much stronger than hot brewed coffee, yet 67% less acidic. It produces a bold, super-smooth brew that can be refrigerated for up to 14 days with no loss of quality.



You just pour a shot of concentrate into your cup; add hot water, and Voila! Your favorite cup of hot Joe - minus the acidity.

There are several advantages to this coffee brewing system:

- * The obvious one is lower acidity for those of us who have sensitive stomachs or problems with acid reflux.
- * It's great for households where guests or house members awaken at different times throughout the morning. (Or day - for you night owls.)
- * The Toddy concentrate makes excellent iced coffee. . No need to chill hot brewed coffee, just pour a shot of concentrate over ice and add water! Or for a really luscious treat, add milk or a splash of cream instead!

Here at Lakota, a summer-time house favorite is our outstanding cold brewed Ethiopian Yirgacheffe - over ice. Delicious!



Alright, you've returned from SCA's brewing page...

I realize there's a lot of material and of course, you won't remember it all at first. That's why we built this online manual.

It's designed as a coffee reference and training suite that is available to you anytime you may need it, to brush up on your coffee knowledge, get clean copies of needed company forms or documents, look at next weeks schedule, make a suggestion or lodge a complaint, or request time off for vacation.

We will have a message board for current events, announcements, and any change in the status quo, to keep us all connected and up to date despite our busy schedules.

Now for our next section on Training... Here we go!

Lakota Training: From Front to Back!

Hello & Welcome,

This section of our Training Guide takes a Front to Back view of Lakota with guidelines on how we would like things to be. It's a very important section because knowing and following these guidelines will make everyone's life so much better around here. This section is also a solution to a list of ongoing pet-peeves that everyone would like to clean up. Ready?

Our Front Porch

Everyone who has anything to do with Lakota has this thing in common. We all walk through our front door. Our front porch and entryway is the first and last thing our customers see. We want it to look nice.

Sweeping and de-cluttering the front porch of trash and cigarette butts should be one of the first few things on the check list everyday. This routine also includes putting our A-frame sign out and cleaning the glass and hardware on the front door. It's also possible that the front sidewalk will need some spot cleaning from the previous nights festivities.

The way our entryway looks speaks volumes about our company. Please make sure the rugs are positioned neatly. There is a horse-hair mat just inside the front door that creates a bit of a dip. That's okay when you can see it but it should never be covered up by one of our rugs. It creates an unnecessary hazard. We know that there are a lot of details here but seriously, it only takes a few minutes to get it all dialed in!

We are not ready for guests until these details are handled.

Maintaining our porch, entryway, and front window seats is also on our list of things to do throughout the day when you have a moment. The better everyone gets at this, the less there will be for any one person to do.

NOTE: Please don't put the A-frame chalk board out in windy or rainy weather and you may have to run out and rescue it if a thunderstorm blows in.



Window Seating

There are a few seating areas in our coffee shop that are considered "prime real-estate" because of their popularity. Our window seating is certainly one of those areas. It needs attention throughout the day to keep the chairs and tables clean and in order.

Also, give the plants a quick look. Remove dry leaves, dust, and water as needed. The windows here need regular attention as well.

Also, please do your best to monitor our window seats and other hot spots such as in front of the coffee wall, and most of the wall seating to make sure they are being used by paying customers. We especially discourage "camping" in these areas. The idea is to consistently turn these tables all day long.

All seating should be monitored *before* you take that cigarette break or go for lunch. Please do your best to keep our tables and chairs clean and orderly so we can get the most out of our overhead.

If everyone does this it will seldom get out of hand.

From the Book Case to the Coffee Bar

This is pretty simple and straight forward:

We'd like to see the bookcase get some regular attention. Arrange everything on the shelves nicely and dust to suit. Roll down the edges of coffee bags tight, nice and neat. Sweep and bus tables and floors as needed, and if our walk way rugs are out, please remember to clean them as needed.

Light fixtures dusted...?

Regularly work our tables and chairs back to their normal positions according to our seating chart. The coffee wall needs regular attention: coffee jars organized, shelves cleaned, coffee bins wiped clean and shiny, and restocking done according to daily checklists.

Note: We are always looking for extra attention to be given to busing tables and sweeping up under them. Sweeping under the tables can be kind of annoying but it's a necessary task that needs very consistent attention.

Stocking the Coffee Wall

You will be taught how to do this by a trainer but it deserves an extra note here.

Rotating our coffee is of extreme importance. When you restock the glass jars, empty the remaining beans into a clean container and wipe the coffee oils out of the jar with a clean cloth. Then pour the fresh roasted coffee into the jar and top it with the older coffee. Please make this a habit.

The coffee bins feed from the bottom and load at the top so rotation is not an issue, however the coffee oils that accumulate need to be wiped out on occasion.



When you go into the roasting area to pull coffee for stocking, please make sure to do the following:

1. Please be careful with our product. Don't spill the beans! If you do, clean up after yourself. If it's a big spill, discreetly salvage what you can and throw the rest away. There is a vacuum cleaner on the wall right next to the roaster.
2. When you use the last of something, wipe the oils out of the bucket with a towel. (You should have one with you anytime you are handling coffee) Use up every last coffee bean. *The idea here is to leave clean and ready to use empties against the short wall next to the roaster for me to refill.*
3. Please be extremely careful when restocking coffee. For instance, if you're not paying attention when you pull coffee for stocking the Sumatra, you could accidentally top the Sumatra bin with Sumatra French Roast. This has happened several times before and guess what? When they are mixed together, we have neither! I have to find a way to use all that coffee in a blend. Not Good! So please pay attention to what you do!
4. When you return coffee buckets to the roasting area or coffee closet, please, please put them back where they belong. The buckets are ordered by row with labels on the walls. If you got it off an unlabeled shelf then put it back in the same place. If you pull a varietal from the roasting area against the wall, put it back in the same area. Put the lids on nice and tight to keep the coffee fresh. Leave our coffee closet nice and neat!
5. We ask the same with flavored coffee on the back landing. When you finish a bucket, wipe it out with a cloth that will go straight to the wash when you're done so that we don't get flavorings all over everything in the building. Leave the empties in the corner on the landing, not in the roasting area!
6. When pulling coffee from back up bags behind the roaster, please put the empty bags away. The fourth drawer down in the plastic rolling chest next to my desk is usually full of rolled up five pound coffee bags.

NOTE: Do not save any coffee bags that have had coffee grounds in them. (At ANY location!) They are troublesome to us because the old stale coffee grounds get everywhere they shouldn't be, like all over the fresh whole bean coffee, mixed in with freshly ground coffee, or being run back through the grinder. Please, do not reuse them anywhere in the store. I've tried a number of different ways and it just isn't worth it! They should be recycled with the newspaper or thrown out.

7. If you've done all this correctly, I won't even know you were in the roasting area, coffee closet, or flavored coffee area, except for all of the nice clean buckets that I'm going to fill with fresh roasted coffee the next day!

I clean up after myself. Please do not make me clean up after you! Thank you.



Lakota Training: From Front to Back! (2)

The Self Service Coffee Bar

We have finished with the coffee wall so let's focus on the self-service coffee bar for a minute. Maintaining this area is all simple common sense stuff. Because of our volume, this area needs constant attention.

That's not too difficult though because you are always bringing fresh air pots of coffee out. So every time you make a trip, tidy the area up. You should always have a bar towel with you for that purpose. Restock, wipe down, de-clutter, and reorganize every opportunity you get. It is important to wash anything that contains milk products between refills. Just give the air pots a good rinse.

You will notice coffee description signs on the wall display above. If you've recently changed any of the coffees of the day, make sure the description sign got changed and is neatly in place. If a coffee description sign is damaged, worn out, or outdated, please let me know.

NOTE: *We currently use our Lakota labels on our air-pots to distinguish between regular, decaf, blends, and flavors. We may improve this in the near future but for the time being, when these labels get nasty looking, please use some goo-gone to clean the old label off and replace with a fresh one. Please make sure that the label is at the same height on the air-pot as the others. This is one of the many side-jobs that need regular attention. Thank you!*

Please wipe down this area regularly and completely. Our guests are right in front of it all the time. Make sure the trash gets compacted and emptied as the day goes on so that it's not overflowing. Please pick up the little pieces of trash regularly and clean the rugs with our little manual rug cleaner.

Odds and ends fall down behind the coffee bar through the course of the day. Occasionally, it needs to be pulled away from the wall and cleaned out. It's heavy so get help if you need it! If you're missing a coffee description sign or two, chances are pretty good that they are behind the coffee bar.

Appliance Area:

To the left of the self-serve coffee bar is the toaster and microwave area which also needs some consistent attention. Beneath these appliances are two bus tubs. One is for our customers to deposit recyclable empties and one is for self-bussers (God Bless them!) to place their dirty dishes. Right next door to this area is the Naked Juice refrigerator. The juice guy stocks this for us so we just need to keep it looking reasonably spiffy.

The Espresso Bar

Well we've made it to the Espresso Bar. Needless to say there will be a significant amount of material to cover here. We'll just work our way down the bar covering all necessary topics.

Burlap Bag Barrel:

As we move through our inventory of green coffee we have lots of burlap bags left over. They end up getting folded and placed in our burlap bag barrel next to the register. People use them for all sorts of arts and crafts or just to hang on the wall. We sell them for \$2 apiece or \$5 for three. These bags get picked through in the course of a day so please re-organize this area from time to time.



The picture below shows a very nice project done with our bags.



Stocking:

As you get more familiar with our Espresso bar, you'll notice that there are plenty of items to keep in stock. Taking advantage of opportunities to stock during slow times or "lulls" in business is an important responsibility and will save you and everyone else major headaches. Running to the basement to grab a sack looks pretty bad when you have a line. Enough said.

The Pastry Case:

Beginning with the pastry case, there is a lot to know, and much to keep clean. You will learn from your trainer exactly how to lay the pastry case out in the morning. Suffice it to say, the case itself is all glass and needs regular cleaning, inside and out. The compressor for the refrigeration unit will need to be cleaned out once in a while according to our checklists.



The Register:

Counting down the register: You may already have some register training and of course you'll be getting lots more. For now, a few words about the register.

You will want to count the drawer before your shift to make sure you have a complete bank. Otherwise you could come up short or long at the end of your shift. When your shift ends you will complete the daily worksheet and once again count down the drawer to make sure your bank is on the money.

9th street = \$250 * MU Hospital = \$300

Tally up the calculator receipt and sign it, then put the receipt in the drawer with the money so the next person to count the drawer realizes that you did your job successfully.

While you are on your shift, the cash drawer is your territory. You and your work mate are the ONLY ones that should be in your cash drawer!

If ANYONE goes to access your drawer, politely take over and get them what they need or remind them that they will have to pay any shortages! If your drawer comes up short, YOU ARE responsible. Any shortage over \$5 gets split reimbursement by you and your co-worker.

Make sure that you staple all coupons and/or discounts to all receipts and put them in the register. Gift cards receipts need to be stapled to the register receipt for our records.

Don't sweat this. You'll get adequate on the job training for all of this. These are just guidelines!

Making Change

How many times have you paid for a purchase somewhere and had the person at the register just read the amount that's supposed to be your correct change from the register and shove the bills and change into your hand? To me, that's just not acceptable. I want my change counted back to me starting at the purchase price.

Example: My purchase is \$4.97 and I hand them a twenty-dollar bill. I don't care whether they key in my twenty or not but here's how I want my change and here is how we want you to count change back to your customers:

"Your total is \$4.97... your change (Dropping 3 pennies into my hand) makes \$5, (Handing me a five and a ten) five is ten and ten makes twenty."

Or if they may need change for tipping... "Your change (dropping the pennies in their hand) makes \$5, (Counting back 5 ones and a ten into their hand) here is 6, 7, 8, 9, 10, and ten makes \$20...Thanks very much!"

Or someone needs change for parking: (you need to break one quarter for parking)

Change of \$10... "Here is your change for one dollar (3 quarters two dimes and a nickel dropped into their hand), and here's 2, 3, 4, 5, and five is ten dollars. (Counting the bills back into their hand)

NOTE: Also, never put the bill in the slot until after you've counted their change back to them. Lay it sideways on top of the drawer facing you, so that you can see it. This way, if the customer tries to tell you that they gave you a different bill, you'll show them clearly that you never put it away.



Using these simple techniques, you're certain to make correct change because you are pulling it from the register as you count it back to them. You'll know for certain if your customer is trying a little "Quick Change" on you, and in turn, they'll know that you didn't rip them off! Everyone wins except the bad guy! It's good for you because your drawer will be consistently correct and you've made your customer happy because they know they got the right change. It does a lot of good and takes as little time as keying in the \$20 and letting the register do your thinking for you.

I know from experience that people all across the country appreciate this nice touch of having their change counted back to them. This is part of excellent customer service and it's the way we expect to see it happen here....please.

Credit Cards:

Please make certain of charging the correct amount when someone pays with a credit card. I know this seems obvious but it is very easy to key in the wrong price when manually processing a credit card. If a customer tips you via credit card, you have to adjust the amount manually. On each credit card machine, there will be an adjust button. You press that button, and then add in the tip. You can do this by using the invoice number on the credit card receipt.

Lakota Training: From Front to Back! (3)

Grinders * Brewers * Espresso

O.K. So we've made it to the back bar... now let's focus from below the tea shelf to the center of the back bar... where all of our coffee machines reside....

These machines are at the very heart of our business. If they go down, we go down. This equipment is VERY expensive. Please treat it with respect. Of course you will get extensive training on these machines but the following are important guidelines.

Grinding Coffee - Guidelines to Remember:

- * All house coffee gets ground on #6 for brewing into air-pots.
- * When you place a filter inside the brew-basket, it must be placed with care. The grounds should be shaken to level them out and the filter spread wide open. This prevents coffee grounds from finding their way into the air-pots, thus into our patron's coffee cup...sadly creating a cup that is... **NOT good to the last drop!**
- * It is also very important for you to cultivate the habit of checking the grind setting *every time* before you begin grinding. We've discovered over years of experimentation that it's impossible (given our current technology) to UN-grind coffee!
- * When you place a half pound or one pound bag of coffee in place to grind, do not hold onto the bag. The grinders are designed to automatically shake the coffee grounds to the bottom of the bag. The only exception to this rule is if you are grinding a larger amount of coffee into one of the five pound bags. In that case you need to stay close and pat the back of the bag while it grinds to make sure that the grounds do not back up into the grinder. This is very hard on the grinder and will clog it up. When this happens, the grinder must be disassembled and cleaned out. It's embarrassing to have to tell someone you clogged up the grinder...especially the person who has to clean it out!



Do Not Re-grind coffee!

* This seems obvious but sometimes happens by accidentally pouring ground coffee into the grinder. If this happens, you must vacuum it out thoroughly and immediately. If someone has inadvertently mixed ground coffee with whole bean, throw the coffee away. It cannot be ground in our store grinders. This is another reason why we do not save any coffee bags that have had coffee grounds in them. Recycle them with the newspaper downstairs. Please - Never reuse these bags!

Grinding Coffee for Our Customers

* Whole bean coffee has an excellent shelf life of 3 weeks or more.

* Ground coffee has a dramatically reduced shelf life of 5-7 days before it is noticeably getting stale. This is good for our customers to know. It will help you sell grinders and train our customers to grind their own coffee at home.

We sell a lot of bulk coffee to our local customers. You will spend a fair amount of time scooping whole bean coffee and grinding coffee into the bags shown below. We pre-label our coffee bags and keep them stocked in the drawer beneath the grinders. When someone makes a purchase, we write the name of their coffee onto the label with a sharpie. From time to time you will need to label coffee bags for that purpose.

This is the way our coffee bags should be labeled:



Our Daily Grind:

Drip Makers - Flat bottom filter: Drip grind #6

Drip Makers - Cone shaped filters: Drip grind #4 or #5 (per request)

French Press: #12 (If you've never tried coffee from a French Press, you should give it a go. This method of brewing is considered tops by many of "the experts".)

Percolator: #13.

Espresso: #2

Turkish Grind on #2 (We prefer not using #1 at all - It clogs up the grinder)

Note: If someone requests a flavored coffee ground Turkish, grind it on #3 or the equivalent. The flavoring oils are a bit sticky and it's too hard on our grinders.

Just Brew It!

We use 4 ounces of coffee for all air-pots.

We grind all coffee on #6 for store brewing.

Once again for emphasis: Level coffee in the filter & make sure the filter is pressed against the walls of the brew-basket.

If the coffee pours into a cup without those beautiful golden bubbles appearing on top, then there are probably grounds in the coffee and it must be replaced with a fresh pot.

Espresso Section: Some Terminology and Instruction

Espresso: Espresso is a three-part endeavor.

1. Espresso is actually a method of brewing that employs hot water "pressed" through finely ground coffee. It produces a syrupy bittersweet shot of wonder that is the concentrated "essence" of coffee.
 2. Espresso Blend is a blend of coffees specifically chosen to enhance the espresso's quality. It is widely believed that a single coffee cannot provide all of the necessary elements for a great espresso.
 3. Espresso Roast is a specific roast to a certain degree of darkness (proprietary) to decrease the acidity and bring out the best flavor of the coffees used in the blend.
- These three points differ, sometimes dramatically (for better or for worse) with each specialty coffee company you may visit.



The machine pictured below is what we use at our main store and is more than likely the machine you will be trained on.



Obviously, you will have extensive training on our espresso machines. What you've learned in other places will be helpful if you don't let it get in the way. You still need to learn it our way. Everything we do here is based on proprietary methods. If you are a trained Barista already, there is much you'll need to "re-learn".

Our espresso machines are semi-manual, meaning that you, the Barista, have a certain responsibility to monitor the espresso shot. The shot is done when the crema starts to become a lighter tan. That tan color is the beginning of over-extraction. **DO NOT RELY ON THE MACHINE TO KNOW WHEN THE SHOT IS DONE.** Please let us know when there is a problem; don't wait until our espresso is FUBAR.

Barista

If you are successful here, this is what you may become; a person who has achieved an expert level at the art of making espresso based drinks. A Barista should also possess a broad knowledge base of *All Things Coffee*, which is what this training is all about.

The word "Barista" is an Americanized term derived from the Italian word for bartender, as most espresso is served from behind a cafe counter or "bar". Internationally, the average age of a Barista is 35 and they are highly respected in their profession.

Steaming Wands

These are the steam pipes on either end of the espresso machine that magically froth the milk into creamery foam for our espresso based specialty drinks. You can see them at the left and right on the espresso machine pictured above.



Brewing Time

The time it takes water to pass through the grounds. It's recommended that brewing time be kept to around 30 seconds. Brewing time can be directly manipulated by the grind setting. Finer = longer brew-time. Coarser = shorter brewing time.

Burr Espresso Grinder

You'll notice a special grinder for espresso and decaf espresso in every good espresso bar. Excellent espresso can only be produced by a burr grinder where two burrs rotate opposite each other to crush espresso beans to a consistent grind size, maximizing aroma and taste.

About Espresso Grinders:

- * Espresso grinders should not be run more than 15 seconds at a time.
- * You may need to change the grind a few times a day as the coffee will swell and condense with the humidity and barometric pressure. Your trainer will explain how to do this.
- * Espresso will flow like MAPLE SYRUP if ground correctly.
- * To make espresso finer for a slower pour - adjust clock wise. To make it coarser to speed up the pour - adjust counter clockwise. Please make sure your trainer clarifies how this is done.





Crema

Crema is the creamy foam which appears on top of a well-brewed cup of espresso. The crema color varies between pale and reddish brown depending on the brew process and coffee strength.

What does excellent Crema tell us?

1. That the coffee is fresh.
2. That the coffee is fully and evenly extracted.(thick and rich - should support a teaspoon of sugar!

Porta-filter

A hand held device housing a small filter basket that holds espresso grounds in place for brewing.



Doser

A doser is the part of an espresso grinder that dispenses a pre-determined amount of coffee grounds into the porta-filter for brewing.



Froth

Froth is the foam covering the surface of a cup of espresso, cappuccino, latte, etc. It's a result of rendering and aerating the milk via the steaming process.

De-scaler

An agent commonly used in powder, pod or liquid form for cleansing espresso machine parts. De-scaler removes deposits from boiler and brewing mechanisms to keep your machine healthy and consistently produce the highest quality results.

Tamper

A tamper is a hand held tool used for compressing the grounds within the filter basket. This process is referred to as "tamping" and is extremely important in producing a high quality shot of espresso. Please make sure that you understand how to tamp properly.

In our next section we will address the remaining territory behind the espresso bar...!



Lakota Training: From Front to Back! (4)

The Bar and Beyond...

Okay...time to cover the remaining areas behind the Espresso Bar.

Cabinets:

You'll notice cabinets running the whole length of the back bar. As you learn where everything is, please be aware of making an effort to keep things in their proper place. Reorganizing the cabinets is a great project to take on when we are slow. You could do one section at a time just to clean and organize. It's also a great idea to get rid of misplaced items that tend to collect here and redistribute them to wherever they belong. If you don't know and can't find out, then just box the stuff up and deposit it downstairs on the big work table.

Along the Bar:

We Love Our Granite Espresso Bar. Please wipe it down and bus it regularly. We have lots of regulars who you'll be getting to know, who use this area for a study or second living room. They deserve a nice neat area to hang out in! Remember you are their host or hostess. Make them glad they chose to hang out here at Lakota.

Sandwich Prep Table:

Directly opposite the Espresso Machine is our Boar's Head meat fridge and sandwich prep table. This area is all about hands-on training. Your training here will include how to use the meat slicer, prepare soups, cold sandwiches for our kiosks, and hot "Panini" style sandwiches for our customers. In this area you'll also find a large dispenser for brewed daily iced tea, a utility sink and an ice machine, none of which really need further comment here.

Dish-Washing Sinks and Auto-Sanitizer Area:

On the job training covers this area but it's important to remember that WE wash the dishes in our three sink area. The machine that we load them into after they are washed is a *Sanitizer* so please make sure that you have washed everything properly before you load the machine.

Water Dispenser:

At the end of the Espresso Bar, you'll notice a self-serve water dispenser for our customers. This is another of the many areas that need some care. We need to keep clean glasses available and refill the ice-water dispenser whenever needed. When it gets hot outdoors this becomes even more important. This is also an area that gets some abuse from non-customers. Just monitor this as needed.

The Refrigerator:

This enormous double door refrigerator is located opposite the dish-washing area. You'll learn how to keep it stocked and what goes where in the course of training. Suffice it to say that keeping milk and other liquids mopped up as you go is of some importance. Please tidy and stock this important area throughout the day as needed.

Sheesh! We finally got out from behind the espresso bar. Oh, but you've probably guessed... there's more... So here we go!



From the End of the Espresso Bar to the Back Door!

The Freezer:

One step past the refrigerator, outside the bar area is where you'll find our ice-cream freezer. Travis, our milk man keeps this stocked but once again, it's our job to keep it as orderly as possible. We also keep some other frozen items like Salmon backed up in this fridge.

Back Tables & Study Booths:

The back half of the store gets heavy traffic from people who come in to study. Please do your utmost to keep these areas bussed and wiped down. It's a good idea to keep your bar towel damp but not wet. Nobody likes sitting down at a wet table, even if it's just been wiped down. It is kind of easy to forget about the study booths. They need the same attention as the rest of the store. Every seat in the house is valuable real estate! It must be clean and inviting.

Coffee Bags:

As you probably know, we keep our green coffee bags on the floor, some in front, but mostly in back. They often get moved around or knocked over. Please make an effort to keep these bags upright and the edges rolled down tight so that they are easy to access and nice and neat!

Retail Area:

This is another area of some neglect because it's rather small and it's clear in the back of the store. If ignored it collects more dust than any other area because it's right next to the roasting room. The constant activity in the roasting room keeps the dust levels very high. The truth is the retail shelves and products really should be dusted every other day at the very least. This is just one more reason why, like it or not, there is always some important task that needs doing while you're on shift.

NOTE: The floor space right in front of the retail area is where you will notice a Sysco order being stacked, usually once per week on Tuesdays. When you see that happening, feel free to jump right in and help carry these supplies downstairs. This will obviously depend on your level of busyness, but if semi-busy, at least focus on the supplies that go directly to the espresso bar. These are mostly items that need refrigeration. The point that I'm making here is that putting the Sysco order away is the responsibility of whoever is available for the task. It's so much easier with a bit of team work! Thank you...

The Roasting Room:

The only time anyone should be in the roasting area is when coffee is needed. The other supplies and the printer should be accessed with permission only. If no one is around and you need something, go for it, but please return whatever you borrow. I try to keep this area very clean and organized because of the volume of work that moves through this room.

I also ask that you put everything back where you found it when you're done. If you use the grinder, also use the vacuum cleaner to tidy up. (mounted on the wall right next to the grinder area) If you use the scale, put it back where you got it.



If you empty a coffee barrel, wipe the oils out of it and stack it right next to the short wall by the roaster. If you spill coffee, sweep it up. Empty a flavor barrel? Wipe the oils out of it and place it in the corner on the back landing. Please don't pile the white flavor barrels next to the roaster!

In all honesty, other than some clean, empty coffee barrels, we shouldn't be able to tell that anyone was in this area.

The Office:

Here is an area that must be treated with respect. Please peek through the window to see what's going on in the office before entering. There is an occasional meeting in this tiny space that would be better off uninterrupted. Obviously, if you have a mini-emergency then do what you must.

There is a drop box (safe) under the office desk that we use for all deposits or payments that we don't want lying around. The combination safe under the stereo is strictly for banks and change.

The office computer is for people who are working. This office is very small and needs the same care and consideration we expect for the roasting area. All the same rules apply. If no one is using the office, please turn the light off and close the door. This makes it obvious that management is out of the office and keeps snooping by unauthorized people to a minimum.

Please do your best to leave the office as neat (or even neater) than you found it!

NOTE: The roasting area and office are NOT temporary holding areas for miscellaneous items that have lost their perfect place in the Universe! If you've latched onto a wayward item and simply cannot get reliable information on where it belongs, please deposit it on the big table in the basement until it can be re-directed to its proper resting place.

The Coffee Closet:

The coffee closet has coffee label stickers to identify where the coffee barrels belong. When you pull coffee for any reason, please, please put the barrels back in the right row. Make sure the lids are on tight for freshness sake and if you spill coffee, clean up after yourself. The coffee bags and boxes in this closet are for mail order and wholesale but if you use the last of something, restock it please.

The Supply Closet:

This closet is full of odds and ends that require quick access for restocking. Chocolate powder, sugar, red coke trays, (for hauling wholesale coffee orders) register tape, and more can be found in this closet. Like all other areas the neater and more clean and organized this closet stays, the happier everyone is.

The Bathrooms:

O.K. We all have to go sometime. Each time you do, we ask that you pick up the trash, dry off the counter top, and do any other tidy job that may be necessary. If the floor is wet, throw a quick mop on it. The mop bucket is just a few feet away on the landing. If the trash needs compacting just give it a quick hand or foot. If everyone will do this, our bathrooms will always be neat and clean.



NOTE: Our bathrooms can quickly become a problem area because of the huge amount of traffic they get. The responsibility of the closing shift to leave the bathrooms neat and clean cannot be overstated.

The Bulletin Board:

You may post anything (decent) you want to on our public bulletin board. While you're at it, please pull and discard anything you see that may be outdated.

The Back Landing:

Our back landing includes everything from the access door, (across from the ladies restroom) to the back door of the building and down the steps. It needs occasional sweeping and it is also another hot spot for items that no one knows what to do with.

The shelves just outside the door are for the lost and found, paper products, cleaning products, etc. Please don't put anything there that doesn't seem to fit the profile! Also, when you use the mop and/or mop bucket please take a moment to tuck it away so it's out of the path of the door. Adjust the mop handle so that it's not a booby trap for the next person through the door!

The upper landing should be kept clear of clutter. Several times a week, this area has a lot of heavy product being hauled through it for stocking the kiosks. In and out, in and out, all week long. How well does that work out for us if your bike is parked on the back landing?

The flavored coffee barrels are organized by sticker labels on the wall. Please stack the barrels accordingly. Your effort to put these barrels back where they belong makes it that much easier for the next person to find what they are looking for. Empty flavor barrels get stacked in the corner opposite the back door.

There is a scoop for flavored coffee that sets in a Tupperware container. It should be scoop side down so that it doesn't collect dust. Please wipe the coffee and flavoring oils off of the scoop each time you use it. *Do NOT use our regular scoops for flavored coffee.* This oil gets everywhere and it is very concentrated. That's why we have a special grinder for flavored coffees.

Down the Steps:

Though I view the steps as part of the back landing, they deserve special attention here. First of all the steps are a bit treacherous. Please be very careful navigating the stairs, especially with a load. The only thing that should be on the steps would be barrels from the espresso bar containing grounds that we save for recycling. They get picked up once a week or so. We place them on every other step along the left side, against the wall. There are seldom more than two of them.

NOTE: It truly amazes me how often something will sit at the top of the steps for hours, even days... needing to be taken downstairs. Please use your time up and down the stairs efficiently by taking items down (or up!) with you when you're going anyway.

In the next section we'll be going to the deep, dark basement, so pull up your socks and tighten your bootstraps!



Lakota Training: From Front to Back! (5)

Down to the Basement!

The Freezer:

When you get to the bottom of the steps, you run right into the basement freezer. This is where you'll find bread, salmon, and any other back-up frozen items. If you become responsible at some point for stocking bread or other frozen items, please make sure to rotate stock.

Fresh goes on bottom so that older stock gets thawed and used first. Please don't make the mistake of thinking it's okay to pile fresh on top of old, just because it's frozen. Old is old; old is not fresh! If it gets overlooked, please have someone show you how to rotate the frozen bread. If everyone knows how to do it, the bread will always get put away before it thaws.

Another point to remember is that we save all of the empty bread boxes. They are perfect for wholesale mail order and...they're FREE. In business nowadays, *free is a rare and beautiful thing!*

These and any other boxes that aren't completely covered up by printing and/or labels from previous use are to be stacked neatly in the furnace room. Everything else gets broken down and tucked into the cardboard recycling. It's in plain site near the recycling area. Who breaks down the boxes? If the box is in your hands, why not do it yourself while you're there. It's just one more thing that someone else doesn't have to do.

The Furnace Room:

To access the furnace room, do a U-turn at the bottom of the steps and go all the way back and to the left. Wow...is that monstrosity really a furnace?! Yes, it is. There are also some fuse boxes that you may need to access from time to time if a breaker pops. They are located in the darkest recesses of this room to the right from the door and on the back wall. Watch for the boogey-man.

We use this room primarily for boxes, new and used, and back-up cases of filters. Our basement is very old and it leaks. The water runs in a steady stream across the middle of the furnace room floor. That is why, whether the floor is currently dry or not, it's very important to stack everything on top of the old coke trays provided.

The Recycling Area:

Back out to where we started, you'll find all of our recycling bins. Lakota has recycled everything possible for many years. It would be interesting to see the enormous pile of stuff that is NOT in the landfill!

All of the recycling bins are marked. Please be careful to put the right stuff in the right bin. Do not bring in recycling items from anywhere else, like another kiosk for instance. Recycling from elsewhere should get taken directly to a recycling center. If you're going to haul it anyway, why bring it to us so that WE have to handle it again?

Please do not indulge laziness around our recycling bins. This is a lot of work, and certainly a labor of love for all of the genuine good it does. Please keep this area nice and neat. When you fill a bin to overflowing, cinch up the sack and pull it. Set it to the side and put a fresh trash bag in the bin. With just a little extra effort every time it's needed, we can save Deb or whoever a lot of unnecessary work in the basement.



Torani Syrups:

To the right of the recycling you'll see storage for Torani syrups, teas, and other miscellaneous items. If you see syrups in cases on the floor, please stock them if you're not in a rush. If stocking or pulling stock, please just remember to rotate stock (new bottles in back!) and to keep the area neat and clean.

Storage Shelves:

Opposite the syrups you'll see storage along the entire wall, down to the Fetco coffee machines. Once again, it's about neatness. If you should be stocking, please honor the product signs on the shelves and stock accordingly.

Also, if you are cutting the tops off of cup boxes, remember to turn the box so that the cups will be bottoms out. That way when you put the case of cups on the shelf, it's easy to see what size cups you are pulling. This is convenient when you are hurriedly grabbing stock for upstairs. You'll understand what I'm saying here once you've had a bit of training.

The Fetco Brewing Area

We use the Fetco brewers for catering events and occasional emergencies such as brewer break downs. You should receive complete training on these machines before you use them. The Fetco air-pots and related equipment is stored directly across from the brewers, on the opposite wall.

For some reason, in the past, employees who set up catering events for us have a tendency to leave the brewing area trashed. Please clean up after yourself when you work a catering and make certain that everything is returned to its proper place, clean and ready to go for the next event. (before you pat yourself on the back for a job well done)

Here are the basic procedures for setting up a catering:

- 1.** The Fetco brewers must be turned on 15 minutes or so before you begin brewing. All Fetcos must be preheated by brewing hot water into them. They should sit for at least 30 minutes to preheat so you will always want to get an hour head start on a catering.
- 2.** Clean the Fetco air-pots so that they look nice for the catering. Just wipe them down, (top and sides) so that they look presentable.
- 3.** Put a new label on the Fetco showing the coffee that is currently being brewed for the event. Pre-label these air-pots to avoid confusion. Trust me, it's much easier than re-doing it when you're running out of time!
- 4.** The Fetcos use our largest filter and should contain 6 oz. of coffee that is ground for drip (#6).
- 5.** Prep these filters the same way you do for upstairs. Gently shake the grounds out level and tuck the filter tight against the walls of the brew basket. This keeps your coffee free of grounds.
- 6.** The large black Fetco "top" (with the long tube) must be in place when brewing coffee to keep the coffee hot. As it turns out, the strong flow of coffee through this long tube also mixes the coffee thoroughly during the brewing process, so that the coffee doesn't get stronger towards the bottom! Please do not brew Fetcos without the top in place...



When brewing is complete, secure the chrome top onto the unit and tighten the black knob on top and tighten the chrome knob on top of the sight glass. (Of course, you will know what I'm talking about with training!) Once again, please make sure they look clean and professional!

7. Now you will need to set up whatever cups, supplies, and condiments need to go with the order.

8. Please remember, you are not done with this catering until the units are safely retrieved (in a timely manner!) and put back where they belong, clean and ready to go out again. If you will not be around when this catering comes to completion, it's still your responsibility to make sure someone else is scheduled to finish *your job*. You are responsible for the safe return of the equipment and making certain that we get paid for the job OR that payment arrangements are understood by both parties. In other words, should you accept the mission... *it's yours from start to finish or the catering will probably self-destruct!*

9. If the order is picked up by the customer, be sure to warn them that the Fetcos are top heavy and will tip over and leak if not properly secured. If the pour tap is bumped it will spill. The Fetco units can be placed on a covered car seat and strapped in with the seat belts. This works quite well.

NOTE:

Our Fetco air-pots are very expensive to purchase new. They are old and rather beat up but they are serviceable and probably will be for years to come if you'll be gentle with them. It is very important to follow the above procedures with care, especially the information about preheating, proper brewing, and providing our catering customers with air-pots that are neat, clean, and appropriately labeled.

The significance of catering events is easily overlooked so here is some very important information that you need to know:

Catering events place Lakota center stage with the people of Columbia. A professional catering, handled with great care is greatly appreciated by everyone involved and gives us the best publicity we can get because it has the added distinction of advertising and publicity that we actually get paid for!

This makes the added value even more obvious but, for some reason still rather easily forgotten. A poorly done catering gives us a major black eye that can have lasting repercussions.

Please remember to give all of our catering events your very best effort...or delegate them to someone else who can...

Thank you!



The Washer and Dryer:

Please follow posted instructions for the washer and dryer. If neglected, the dryer can become a fire hazard. These machines get a lot of hard use, so please be gentle, and use only the proper amount of products for the wash. They are expensive.

From time to time you will need to start a load of bar towels. The dirty ones are stored in a bucket to the right of the washer on the floor. If you see towels anywhere on the floor or trash bags full of dirty towels on the floor that have come in from the University kiosk, please deposit them into the bucket, throw the trash bags away, and/or start the towels in the washer.

If the washer/dryer area is a mess, please clean it up and put everything in order. Always remember to pull and clean the lint screen on the dryer. Also, remember to check the dryer if you are in need of clean towels!

The Giant Work Table:

Miscellaneous items will show up here for disposal or proper storage. We also use this table for projects and holiday gift baskets. Directly across from this table is storage for cleaning supplies, glassware, and other important items for re-stocking upstairs.

The Back Basement:

When you venture on back through "the last door", you'll find everything from old coffee bags, to obsolete records, to many other miscellaneous ancient Lakota artifacts. For the most part, this room is full of things from Lakota years gone by, that have mysteriously attached themselves to this real estate and cannot be removed even though their usefulness is at least questionable. We will continue to put forth our best effort to finally empty this room of its unused "treasure".

Conclusion:

I've probably missed a thing or two that will need to be updated later, but for the time being anyway, we've reached the end of Lakota's Front-To-Back-Training.

The next section will deal with drink recipes and fundamentals of preparation...



Lakota Coffee Drink Recipes

You will be getting plenty of hands-on drink training from one of our veteran baristas but this drink recipe menu is here for you to become familiar with. Remember that if you are an experienced barista from another company, you will need to let go of your previous drink training. We expect our drinks to be made our way. Our drinks are made with only the finest ingredients and require different handling than you may be used to. Drink recipes are always proprietary and are not to be shared outside of Lakota circles.

There are two points worth mentioning here about drink service:

#1. When you place a drink on the table or bar for a customer, carry the drink with the cup handle. Health code says, your fingers shouldn't be anywhere near the rim of the cup. This goes for glasses and bottles too. Just keep hands and fingers on the base of the bottle or glass. Yes, we've had complaints about this.

#2. Meals really should be taken on breaks only, but if you're snacking on something...please, please don't go to the register to greet customers or take their order to their table with chewed cookie or banana falling out of your mouth. Yes, we've seen this happen. Just keep a watch for customers coming in when you're getting ready to take that next nibble.

Espresso:

~ Pours like thick, rich maple syrup...

~The thickness of a cooked spaghetti noodle while pouring...

~Takes 18-24 seconds to pour from start to finish... (For a double shot of espresso)

~Demitasse cup & spoon ~ Discard excess espresso.

NOTE: Just below is a quick review of what it takes to keep our espresso grinders up to standards. More information on this topic has already been covered in the Espresso section of "Front to Back Training" (3) - here: [Espresso Section: Some Terminology and Instruction](#)

~Changing the grind: The espresso may need adjustments up to 3 or 4 times a day...

~Turn the knob right in order to have a "Finer Grind". This creates a longer pouring shot of espresso.

~Turn the knob left in order to have a "Coarser Grind". This will create a shorter pouring shot of espresso.

~Fill the Espresso porta filter to the top with espresso.

~Level off excess grounds.

~Tamp down the espresso with a good firm press. (Do not put body weight into the press, as this will indicate the grind is too coarse and it should be made finer)

~Wipe excess grounds from the top of the portafilter with your hand. (makes a clean seal)

~Espresso will only stay good for a few minutes once the shot is poured. Please do not use espresso that has been sitting around for 5 minutes.



Latte:

- ~Pour desired amount of espresso into cup.
- ~Pour steamed creamy milk. (160 degrees)
- ~Thick creamy milk consistency (Do not strangle the milk), let the creamy milk flow into the center of the cup.
- ~Uniform white dot in the center of the cup.
- ~Crema should be at a pinkies fingernail depth.
- ~Latte should have a dark rich caramel color.

Cappuccino:

- ~Pour desired amount of espresso into cup.
- ~Steam the milk to 160 degrees.
- ~Spoon 3 to 4 large spoonfuls of thick foam into the center of the cup.
- ~Pour steamed milk into the center of the foam.
- ~This will create a crema ring around the cup.
- ~Foam should rise 1/2" above the rim of the cup.

Mocha:

- ~Pour desired amount of espresso into cup.
- ~1 tablespoon of Ghirardelli powdered chocolate. (medium heaping)
- ~Dissolve the chocolate completely by stirring thoroughly into the hot espresso.
- ~Pour steamed creamy milk tempt to 160 degrees.
- ~Thick creamy milk consistency (Do not strangle the milk), let the creamy milk flow into the center of the cup.
- ~Uniform white dot in the center of the cup.
- ~Crema should be at a pinkies fingernail depth.

Americano:

- ~Standard is 2 shots of espresso.
- ~Tilt glass as if you were pouring a beer and pour water into the glass/cup.
- ~This will preserve the crema.
- ~Leave 1/4" space in the cup for customers to add cream.

Macchiato:

- ~Pour espresso into cup.
- ~Steam milk to 160 degrees.
- ~Do not add milk, 1 spoonful of thick creamy foam in the center.

Double short Latte:

- ~2 shots of espresso...
- ~Same as a regular latte...
- ~Pour steamed creamy milk. (160 degrees)
- ~Thick creamy milk consistency (Do not strangle the milk), let the creamy milk flow into the center of the cup.
- ~Uniform white dot in the center of the cup...
- ~ Crema should be at a pinkies fingernail depth.

Shot in the Dark:

- ~2 shots of espresso...
- ~Topped off with brewed house coffee (Also known as a Red Eye)



Café Au Lait:

- ~Brewed coffee, approximately 1/2 cup...
- ~Pour steamed creamy milk. (160 degrees)
- ~Thick creamy milk consistency (Do not strangle the milk), let the creamy milk flow into the center of the cup.
- ~"Crema" should be at a pinkies fingernail depth.

Hot Chocolate:

- ~2 rounded tablespoons of Ghirardelli powdered chocolate...
- ~Pour steamed creamy milk (160 degrees), fill cup 1/2 full.
- ~Thick creamy milk consistency (Do not strangle the milk), let the creamy milk flow into the center of the cup.
- ~Stir until the chocolate is completely dissolved.

Hot Chai:

- ~1/2 chai, 1/2 milk...
- ~Pour steamed creamy milk (160 degrees), fill cup 1/2 way to the top.
- ~Thick creamy milk consistency (Do not strangle the milk), let the creamy milk flow into the center of the cup.

Chai Shake:

- ~Vanilla ice cream, 1/2 cup chai, 1/3 cup milk ...
- ~Blend to a thick milk shake consistency.

Coffee Shake:

- ~Coffee ice cream, 2 shots of espresso (See above), 1/3 cup milk...
- ~Blend to a thick milk shake consistency.

French Press:

- ~2 oz of coffee, blended on a French press setting...
- ~Place grounds in the bottom of the French press.
- ~Fill the French press with 190 degree water. (Stir the grounds into the water with a wooden or plastic spoon)
- ~Let the French press set for 3 minutes and then push the grounds to the bottom.

Hot Cider:

- ~Steam apple cider (160 degrees) ~ Add 1 Cinnamon Stick.

Hot Tea:

- ~1 tea bag or 1 tablespoon of loose leaf tea into a filter...
- ~Put in desired teapot and steep for 3 minutes.

Flavor Shots:

- ~3 pumps of the desired flavor for the following drink: Espresso, Latte, Cappuccino, Mocha, Chai, Americano, Macchiato, Shot in the Dark, Café Au Lait, Hot Chocolate, Hot Cider...
- ~6 pumps of the desired flavor for Italian Sodas...

Italian Soda:

- ~6 pumps of desired flavoring...
- ~8 ounces of club soda...
- ~Fill with ice.
- ~2 tablespoons of cream if desired by the customer...



All "To-Go" drinks are served in a 12 oz cup.

"Grande" refers to 16 ounce drink.

"Brevé" refers to drinks made with cream instead of with 2% or skim milk.

Iced Latte:

~Pour desired amount of espresso into cup (See above)

~Pour cold milk into glass, try and preserve crema (Very rare to be able to preserve the crema however) filling 2/3 from the top, filling the remaining 1/3 with ice.

Iced Cappuccino:

~Pour desired amount of espresso into cup. (See above)

~Pour cold milk into glass, try and preserve crema (Difficult to preserve the crema however) filling 1/2 from the top, filling the remaining 1/2 cup with ice and 2 large full scoops of thick fluffy foam on top of the ice.

Iced Mocha:

~Pour desired amount of espresso into cup. (See above)

~1 tablespoon of Ghirardelli powdered chocolate.

~Dissolve the chocolate completely by stirring thoroughly into the hot espresso. Once cold milk is added you will not be able to dissolve the chocolate.

~Pour cold milk into glass. Try and preserve crema (Difficult to preserve the crema however) filling 2/3 from the top, fill the remaining 1/3 with ice.

Iced Coffee:

~4 oz of iced coffee concentrate...

~8 oz cold milk...

~4 oz ice...

(Can be made with water upon request)

Preparing Iced Coffee:

~Toddy cold brew coffee container, Plug, Filter...

~Grind 1 LB of desired coffee on percolator grind setting (Ethiopian or Colombian makes the best Regular Iced Coffee, Decaf Ethiopian or Decaf Colombian makes the best Decaf Iced Coffee, Hazelnut, Southern Pecan, or Cinnamon Hazelnut makes the Best Flavor Iced Coffee.

~Fill Toddy 3/4 of the way with water and coffee while stirring constantly. Stir 30 seconds and fill Toddy with more cold water leaving 1/2" from the top of the brim for the coffee to expand.

~The coffee must sit (brew) for 8 Hours.

~Label as Following:

~Example... (Ethiopian) Drain in 8 Hours on August 2nd at 8:00 PM.

~Pull the plug with a glass container underneath.

~Usually takes another 8 hours to drain completely...

~Refrigerate after draining completely.

Next we will be getting into Lakota's Daily Checklist System and other methods that will make the store run smoother (and happier) for everyone...



Lakota's Daily Checklist System

Our daily checklists are going to become a powerful tool for consistent improvements and consistency in the way we do things here at Lakota. These checklists will be in flux for a while until we get to the place where only occasional adjustments and updates will be needed.

These checklists are designed to make sure that each shift is performing their duties consistently and not leaving them for the next shift. I believe you veterans will agree that opening Lakota isn't that much fun when the closing shift was in a big hurry to drink beer the night before. All shifts are negatively impacted when the previous shift forgets (or dodges) their responsibility.

We are open to any suggestions on how to make this checklist system fair and equitable for everyone. We rely on the expertise of our veterans to help us implement a checklist strategy which may be uncomfortable at first but will make everyone's lives better in the long run. Please be patient with this process.

Here is the form for giving us your input:
(It will open in its own window...)

[Staff Communication Form](#)

How The System Works

Our daily checklists will be hanging on a clipboard. When you walk in the door in the morning you will go straight to the clipboard. The previous night's checklist will be on top. You will pull a fresh morning checklist and put it on top. Fill in your name and the date.

As an example, for the morning shift, the first thing on the list is to get some coffee brewing.

Number two will be to take the previous night's checklist and quickly walk through the store to check their work. There will be an easy grading system for you to use on the back of each form. When you are done, you will sign off on that sheet so that the GM will know who checked the work.

Then you will place the checklist in plain sight on the office desk. If the closing was poorly done, the closing people will get a phone call and/or an email and a reminder or a warning about how important the checklist procedure is.

Then, as you complete your own checklist through the course of the day, the next shift will be repeating a similar procedure.

I think you will all be shocked by how much everyone will benefit by the consistent use of this checklist system. The only drawback for the opener is you may need to come in a few minutes earlier. To review our daily checklists, follow the link below!



Lakota's Daily Checklists

The checklists below will probably be in a state of flux for awhile, mainly because we will be learning the best approach to our new system *while* we are doing it. Please be patient with this process. Once it is dialed in and fully implemented, things will run much more smoothly around here and I believe everyone's moral will be much higher!

Please embrace this checklist system. We are going to have to live and breathe this system until it becomes second nature. Your checklists will be on a clipboard and should be in a handy spot on the bar for consistent viewing. Your clipboard should be *in your hand* at the beginning of every shift and often throughout the shift.

Whenever you get a break in the action, you will want to be working on your checklist so that by the time your shift is over, you'll be free to go. These items must be properly done and checked off before you leave the building. We are determined to see this system fully implemented. The goal is to get consistency each and every day!

The following checklists are examples. Your actual daily checklists may vary a little each day.



MORNING: Opening Checklist

(On Clipboard for Daily Use)

Did you get here at 5:30?

Get some coffee brewing.

Take the previous night's checklist and place it on top of the clipboard. Walk the store and check all of their work using the form on the back of that checklist. Give their job an overall rating. When you're finished, sign off on it and put it on Andrew's desk. This must be done every shift!

SET THE STAGE: Sweep debris out front into a dust pan and discard **(Not into the street!)**, spot clean the front porch with warm water if necessary, spot clean the glass and hardware, and put our sign out.

Set music to: **Any Easy Listening Channel. (No Hard Rock, No Hard Jazz, No Opera) Stick with soft background music. Please do not test us on this!**

Hit the water button on each espresso head to get the espresso machine warmed up..

Start sandwich prep ASAP, remember to call the hospital before 6:30 AM. The sandwich prep-checklist should be posted behind the bar in plain site.

Turn on sanitizer and run one cycle through to heat it up, **don't hit fill; just hit start.**

Fill cream pitchers.

Fill two sinks.

Slice lemons.

Wipe down bar after moving coffee pots.

Make iced tea, and put a label on the ice tea container.

Make iced coffee for the day if necessary, 3 regulars, 2 flavor and one 1 decaf. Use Southern Pecan or Hazelnut for flavors. Use Ethiopia or Kenya for regulars.

Make sandwiches.

Slice meat/cheese.

Stock prep-station.

Organize drawers with order sheets under grinder, utensils, and check drawer. Mop under the 3-compartment sink.

Begin working on your shift change duties checklist on the back side of your daily checklist.

Please double-check all duties and make certain they are properly done before you leave the building!

Other: _____ (Ask Management)



Afternoon Checklist

(On Clipboard for Daily Use)

Quickly check to make sure the morning shift finished their checklist. Use the form on the back of their checklist for this. When you're finished, sign off on it and place it on Andrew's desk. This must be done every shift!

Grind and portion tomorrow's coffee.

Portion meat.

Depending on how busy you are, stock as much of the coffee wall as you can. This helps the evening people a ton. Replace all barrels where you got them, lids on tight...if you empty a barrel, wipe the oil out of it with a clean bar towel and place it on the short wall in the roasting area.

The afternoon shift can be fairly quiet. This is the time to knock out any projects that need doing. Also view your shift-change checklist and see what can be done.

Brew more iced coffee as needed.

Bring up extra bread and pull bread from freezer to thaw as needed.

Please stay on top of busing and dishwashing!

Wipe down all tables.

Deep clean the bathrooms. Clean the baseboards, toilets, floors, mirrors, (dust and Windex) and trash cans; this is NOT a quick once over! **Please make the place sparkle!**

Finish your shift change checklist on the back of your daily checklist sheet.

Please double-check all duties and make certain they are properly done before you leave the building!

Other: _____ (Ask Management)



CLOSING: Evening Checklist

(Two Checklists: Evening Checklist on Clipboard - Laminated Closing Checklist on Milk Fridge)

NOTE: The Closing Shift is crucial to the effectiveness of our checklist system. There are actually two checklists for the evening shift. The first one will be kept on a clipboard and *should be in your hand* at the beginning of your shift. It changes depending on projects that aren't required every night. You will need to work on it throughout your shift, depending on how busy you are.

The second one is laminated and posted on the milk fridge. It deals with closing the store down. There is a lot of territory that must be covered in the evening, so be prepared for this shift. Both checklists must be completed every night for the store to run efficiently. The morning shift relies on you to make their very busy shift a success, so please don't be in a big hurry to get out of here at night. Your checklist will be double-checked for thoroughness and quality, first thing in the morning.
Please do it well!

Stock everything: Follow your secondary closing checklist that is posted on the milk fridge.

Quickly check to make sure the afternoon shift finished their checklist. Use the form on the back of their checklist for this. When you're finished, sign off on it and place it on Andrew's desk. This must be done every shift.

Stock the coffee wall. Replace all barrels where you got them, lids on tight...if you empty any regular coffee barrel, wipe the oil out of it with a clean bar towel and place it behind the short wall in the roasting area. Empty flavor barrels get wiped out with a clean cloth and placed in the far corner of the back landing. Any towels used for this should be thrown immediately into the laundry. Please do not put empty flavored coffee barrels in the roasting room.

Portion salmon.

Start laundry.

Label coffee bags.

Empty newspaper bin.

Wipe down ice machine, inside and out.

Mop the green tile, behind the counter, and bathrooms. Everything needs to be mopped twice. Change out the water between uses. It should go as follows:

1. Fill mop bucket with cleaning solution and water.
2. Mop green tile and behind the bar.
3. Dump out dirty water; fill mop bucket again with cleaning solution and water; repeat step 2.
4. Mop bathrooms. Dump dirty water, fill mop bucket with cleaning solution and water and mop the bathrooms again for a final time.

Compressors need to be vacuumed out. (On top of milk fridge, the pastry case, Naked Juice fridge, and the sandwich fridge) This job should be done at closing, as it's very loud. Use the small vacuum on the back landing. It vacuums from the front and blows air from the back.

Time to knock out your second closing checklist. Be certain that all tasks on both closing checklists are done properly and marked off! The store depends on it!

Other: _____ (Ask Management)



Shift Change Checklist

(On the Back Side of Your Daily Checklist)

Rating for Previous Shift:

Beautiful.....Good.....BadUgly
(Circle One of the Above!)

Additional Comments:

Sign: _____ Date: ____/____/____

Take out trash.

Fill sugars.

Stock napkins.

Fill espresso hopper.

Reset tables and chairs to seating chart.

Wipe down counter and coffee bar with bleach spray bottle.

Take down recycling and rags for laundry...start a load?

Organize and tidy up pastry case.

Finish all dishes.

Stocking:

- Cups
- Lids
- Pastry bags, to-go boxes
- Cream Cheese
- Butter
- Apples/Bananas
- Breads/Chips
- Sodas/Juices

Stock any other items needed.

Fold dry laundry.

Start new loads of laundry.

Wipe down bathrooms EVERY SHIFT!

Refill soap, toilet paper, and paper towels.

Please double-check to make sure nothing was missed!



Prep Checklist

(Posted Behind the Espresso Bar)

Make sandwiches.

- Mesquite: sourdough with provolone
- Pepper turkey: wheat berry pepper jack
- Ham: Hawaiian with baby Swiss
- Pastrami: rye with baby Swiss
-

Cut sandwiches in half, wrap in plastic wrap and put in heavy-duty freezer sandwich bags.

Label and date.

If you send 30 sandwiches send 15 lettuce and tomato bags.

Slice veggies: put in regular sandwich bags, two tomatoes and one piece of lettuce.

Stock prep-station; put each four things of each meat in appropriate tubs, just eyeball amount of cheese, use very little Gouda.

Put head of lettuce in bin.

Slice 7 tomatoes. (that should leave enough for the daily bin)

Slice meat!

- Meat gets sliced at 1.5 but use your own judgment, it should thin but not crumbly. Look in the fridge, if there's a full bag of meat already sliced don't slice more. We use a lot of ham and pepper turkey but not much pastrami or honey turkey.
- Wipe off blade and get rid of meat chard.

Cheese gets sliced at around a 2, it's thicker, yup. Make enough to fill the plastic tub with the red lid. Put each cheese in freezer duty sandwich bags and date. Don't slice a lot of Gouda. But we do need a lot of Baby Swiss. Slice a quarter of a block of cheese every day, with the exception of Gouda.

Clean slicer with bleach water and hot water to get the gross residue off.

Cut half an onion.

Bring up extra bread, need two loaves of everything. When you take bread off the shelf downstairs pull the equivalent out of the freezer to thaw on the bread shelf.

Turn on grill by 10:30 AM.



MU KIOSK Closing Checklist (Example)

(On Clipboard for Daily Use)

Quickly check to make sure the afternoon shift finished their checklist. Use the form on the back of **their checklist** to rate their work. When you're finished, sign off on it and place it in the deposit bag. **This must be done every shift so that we can see that those duties were performed!**

Stock everything; that means every item we use or sell during the day. Enough said.

Wipe down ice machine, inside and out.

Spot mop any spills on the tile floors outside the kiosk. This needs to be done with towels, or a VERY clean mop! If you're going to use the mop, make sure it's thoroughly cleaned first. If it's Sunday night or Wednesday night the inventory needs to be done. Cut more Rice Krispies if needed.

Restock all of the teas. Restock the condiment bar. The morning crew should NEVER have to do this. They are way too busy!

Do a thorough cleaning of the outside kiosk; appearance of the kiosk is everything. It needs to look clean (**Immaculately clean**) from the customers side of the kiosk. Stock all four coffees; stock the coffee wall with Grand Grounds and Espresso.

Wipe down all tables and chairs. The closing shift is really slow, so you should always "Clean before you Lean". To make this very clear, if you're reading, surfing on your laptop, or doing crossword puzzles, **the kiosk better be IMMACULATE!** *Please finish all of your work before you take liberties.*

Be certain that all tasks on this closing checklist are done properly and marked off!

Other: _____ (Ask Management)

Other: _____ (Ask Management)

This is the last of the checklists for the time being. As I've said, we will be working to improve this system. Please do your very best to cooperate with us as we make these improvements.

Now let's move on to take a look at Lakota's document page...



Lakota's Document Page

Hello and Welcome:

From the website, you should be able to access any necessary documents for Lakota Coffee Company. I will be adding new documents and updated documents as needed. This is just for review so that you can see what's there so far.

After you have previewed this page, your next step will be to preview Lakota's Staff Communication Page.

Employee Discounts

Only exception to the employee discount:

Skip DuCharme, Deb DuCharme, Bethany DuCharme, Kristen DuCharme, Andrew DuCharme, and Jon DuCharme. (No Sweetheart discounts either).

Brewed Coffee: FREE (Working or not working)

Day old Pastries: 1 FREE day old per day. (Working or not working)

Sandwiches and Soup: 40% OFF. (Working or not working)

Naked juice: \$2.10 (No additional discount)

Coffee Wall: ***Wholesale price*** (EXCLUDES HAWAII KONA AND JAMAICAN BLUE MOUNTAIN...CHECK WITH MANAGEMENT AT ALL TIMES FOR THESE PRICINGS) (HOLIDAYS CHECK WITH MANAGEMENT FOR ALL COFFEE PURCHASES).

20% OFF Coffee Selection is an additional 30% OFF (A total of 50% Off Total)

Merchandise Wall: Check with Management

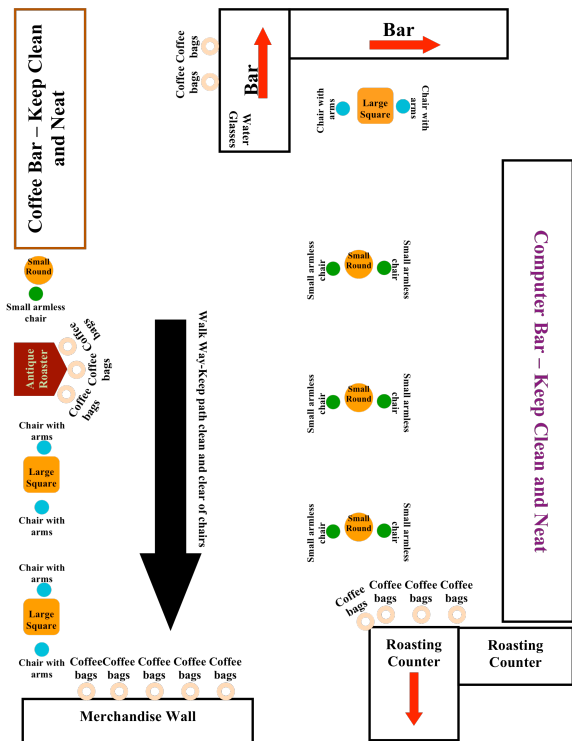
Travel Mugs: 40% OFF

Everything else is 50% Off...WORKING OR NOT.

(Espresso drinks, Chai, Soy, Iced Coffee, Biscotti, Fresh Pastries, Fruit, Tea, Coffee Shakes, Chai Shakes, sodas, juices)

THERE ARE NO SWEETHEART DEALS ALLOWED (Giving discounts to your friends or family).

Thank you,
Management



This is not to scale

Sandwiches

#1 Mesquite Turkey
Mesquite smoked turkey, Provolone cheese, and thinly sliced Granny Smith apples. Drizzled with Honey mustard. Served on your choice of bread.
\$6.25

#2 Pepper Mill Turkey
Cracked Pepper Mill turkey, Pepper Jack cheese, lettuce, tomato, red onion, mayo and spicy mustard. Served on your choice of bread.
\$5.95 Add bacon for \$.50 extra.

#3 Black Forest Ham
Black Forest ham, Baby Swiss cheese, lettuce, tomato, and mayo. Served on our Hawaiian Pineapple bread.
\$5.95 Add bacon for \$.50 extra.

#4 Pastrami
Pastrami, Baby Swiss cheese, and spicy mustard. Served on your choice of bread.
\$5.95 Add lettuce, and tomato at no charge.

#5 The Beast
Black Forest ham, Black Forest ham, Provolone cheese, four slices of bacon, lettuce and tomato. Almost 1/2 a pound of meat in all. Drizzled with Honey mustard. Served on our Hawaiian Pineapple bread.
\$7.95

Sandwiches are Panini pressed or served cold. All sandwiches are made to order and served with your choice of Chips or fruit.

#6 Grilled Cheese

Baby Swiss and Havarti Cheese. Served on your choice of bread.
\$4.25

#7 Turkey Bacon Heaven
Maple honey turkey, bacon, Gouda cheese, lettuce, tomato, and mayo. Served on your choice of bread.
\$6.25



#8 The Ultimate B.L.T.
Lettuce, tomato, four slices of bacon, and mayo. Served on your choice of bread.
\$5.50

#9 Vegetarian

Fresh Mozzarella cheese and sliced tomatoes, drizzled with pesto sauce. Served on your choice of bread.
\$4.95

#10 The Healthy Veggie
Lettuce, tomato, red onion, and avocado. Served on your choice of bread.
\$4.95

#11 Create your own Sandwich
Choose any of our meats, cheeses, vegetables, dressings, and breads to build your own sandwich.
\$6.25

Soups & Combos

#13 Soup and Sandwich

A cup of the daily soup and half of any of our delicious sandwiches.
\$5.50 Add chips or fruit for \$.75 extra.

Soup of the day
Broccoli cheddar, Chicken & wild rice, Chicken noodle, or Chili. Served with crackers. Ask your cashier which soup is being served today.
Bowl \$3.95
colder months only

Kids Menu

Peanut butter & jelly

Creamy peanut butter with grape jelly, served with chips or fruit.
\$3.95

Elvis Presley
Creamy peanut butter with sliced banana and honey.
\$3.95

Kids Corner
A half of any sandwich with your choice of chips or fruit. Served on your choice of bread.
\$4.25



Order in or Carry out.
To place your order by phone please call (573) 874-2852.
Pick up 15 minutes or less from time of order.

Questions or comments about our menu? We are always looking for new and improved items. Please forward your ideas to lakotacoffee@yahoo.com.

Daily Selections

Meats:

-Mesquite smoked turkey
-Maple honey turkey
-Pepper mill turkey
-Bacon

Cheeses:

-Provolone
-Havarti
-Pepper Jack
-Fresh mozzarella

(\$3.50 extra for Fresh mozzarella)

Vegetables:

-Lettuce
-Red onion
-Avocado
-Tomato
-Pickle Spears

Dressings:

-Honey mustard
-Pesto sauce
-Spicy mustard
-Mayonnaise

Breads:

-Multi Grain
-Marble Rye
-White
-Sourdough
-Wheatberry
-Hawaiian Pineapple

Sides:

-Chips and Salsa
-Plain Potato Chips
-BBQ Potato Chips
-Sun Chips
-Choice of Fruit

Fruit:

-Granny Smith or Red Delicious Apple
-Banana
-Orange

Extras:

-Additional veggies \$.50
-Additional meat \$1.00
-Additional chips \$.75
-Substitute a cup of the daily Soup for your side for only \$1.00 extra

Lakota Coffee Company

24 South 9th Street
Columbia, MO 65201
(573) 874-2852



Proudly serving
Boar's Head
fine Meats & Cheeses.



We exclusively carry Boar's Head fine Meats and Cheeses with the exception of our Fresh Mozzarella, which is provided by Ovolini.



Lakota's Staff Communication Page

Welcome to Lakota's Staff Communication page...

Please read this page carefully and completely. You'll find the link to move on to our final section at the bottom of this page.

Thank you...

I hope this becomes one of the most important and well used pages in Lakota's online manual. Often times we get so busy that we don't have (or take) the time to communicate "issues" or concerns to anyone who can do anything about it. So whatever is troubling you just sits there in your brain and festers.

You were going to let someone know what's on your mind but as the day wears on, you forget, or by the time your shift is over, you just tell yourself..."It's not worth the trouble..." or "It's not that big a deal...". So you leave the issue to trouble you another day.

It's up to US, All of Us, to make improvements here at Lakota every time we get the opportunity. Without good communication from you, our valued staff, improvements are difficult at best.

Unfortunately group meetings are usually ineffective because of the sensitivity of many issues needing discussion. No one knows better than you guys and gals who are "in the trenches" day in and day out, what is happening at Lakota that shouldn't, OR what isn't happening that should. We are asking for your help to make things better for everyone here at Lakota.

This form (On the website) gives you the opportunity to make yourself heard on any of the following subjects:

#1. JUST VENT! If you are having issues with anyone, co-worker, manager..., owner..., ANYONE, (including me of course!) OR ANYTHING... this is your opportunity to pitch a fit, blow a gasket, bitch up a storm, and/or just release any pent-up frustrations you may have about anything Lakota.

#2. Report Theft: Theft can be a huge problem, so huge that it can literally break a company. In fact it's the number two reason for business failure. Theft hurts all of us, so if you know of something dishonest going on, please take the responsibility of letting us know.

Here is where you can do this comfortably and, if you choose, anonymously. None of the fields in the form below are "required" so if you choose not to personalize them, I won't know who submitted the form. Of course, I would like to be able to discuss these issues further with you (confidentially) but, in creating the form, I wanted you to have the option of anonymity regarding any issue you wish to discuss.



Special Note:

We all know that dealing with theft is an uncomfortable issue, but life is full of those. The question is how do we respond?

Theft issues include cash and/or coffee, food, and beverage products...

"Hey, he's asking us to rat on our co-workers"...!

Call it what you will, but we're all in this together. Please correct me if I'm wrong, but if someone is stealing from Lakota, they are stealing from ALL OF US, and if you know about it (for certain) and don't tell anyone, *aren't you enabling them?* Are we doing someone a favor by *allowing them to steal from us?* Theft is just not O.K. It hurts everyone including you.

If we don't protect the goose that lays the golden eggs, how can we carry forward with our plans to improve the place, including raises, benefits, implementing strategies to dramatically increase revenue, etc., so that we can actually offer careers rather than just jobs....?

Enough said...I leave the rest to you.

#3. Share your ideas: You see things that we don't. Please take this opportunity to share your ideas on how to improve anything and everything.

#4. Special problems: Do you have a personality conflict with someone that you keep getting scheduled with? Do you work with someone who won't pull their weight...?...That's no fun. Is there something going on that you consider to be unfair? Give us the information that we need for conflict resolution, problem solving, or schedule changes.

#5. Offer your services: Can you do something or fix something that provides some unfulfilled need here at Lakota. Let us know!



I sincerely hope this form becomes a powerful tool for making long overdue improvements here at Lakota. Thank you for having the courage to use it and thank you for your valuable input...

Staff Communication Form

Please note that all fields followed by an asterisk must be filled in.

First Name


Last Name

E-mail Address

Home Phone

What would you like me to know about?*

Please enter the word that you see below.



[Send me your comments!](#)



CONCLUSION

Thank you very much for taking the time to increase your knowledge of the company you work for and its excellent products. I know that there was a lot of material to cover but I hope you have enjoyed the content of this newly constructed online manual.

I want everyone to be clear that times have changed here in the U.S.A. and we must change with them.

It's no longer enough for any of us to "slide" through a shift here at Lakota. This relies more than ever on management and staff being willing to re-double their efforts towards improving all aspects of the company we represent.

There is more required of everyone involved, to be able to excel...even survive, in the current marketplace. We're not proponents of "doom and gloom" but the times do suggest extra effort. The economic stability of this country and the world is more in question right now than at any other time since the great depression. Jobs are difficult to find, especially good ones.

One of our major goals is to make employment at Lakota - better than a good job. We want this to become a "great job", with career implications, by improving the workplace environment here at Lakota.

This goal includes the following:

- 1. To finally implement an excellent training program to increase product knowledge and customer service skills.**
- 2. To require accountability from our staff and management to step up to the challenges that our current economy demands and the new/old ideas presented in this manual.**
- 3. To smooth out all of our systems by the implementation of our checklist system for dramatic improvements in all facets of this company.**
- 4. To reach a point where we can begin to give raises, bonuses, and benefits and offer career opportunities to our valued staff without the fear of driving ourselves into bankruptcy. (even profit sharing is being considered!)**
- 5. To implement a security system that will protect the integrity of the company to the ultimate benefit of ALL.**
- 6. To dramatically increase the use of our website to increase sales of coffee and other products to a growing niche of people who have moved away from the big city environment and can no longer get the excellent coffee products that they had gotten used to. The real point of this effort is to put Lakota Coffee Company in a position where we no longer rely strictly on our local environment for our financial well-being.**
- 7. To thoroughly examine all Lakota operations, one by one, making the necessary improvements in all areas possible. For this we will be asking for valuable help from our key people.**



How Can You Help?

If you're not already, we want you to get on the same page with us in our goals for Lakota's future. We want you to adopt an attitude that this isn't just a job any more, but a place you're proud to belong; not just a place to draw a check.

We want you to pay more attention to the details of great customer service and take pride in helping us "run a tight ship". We want you to share your ideas with us to make improvements and then assist us in their implementation.

Your time spent with this company is a stepping stone to your future and should be done with the same devotion that you pour into everything you love.

This doesn't mean that you can't have fun here anymore. Quite the contrary, with marked improvements in everything we do, everyone should be able to enjoy work here more than ever! After all, a big part of service to our customers (and yourselves) is in knowing how to create a fun place for people to hang out! The last thing we want is a bunch of mindless drones, slaving away in misery!

We do require, however, that you begin to take your responsibility here at Lakota more seriously by doing everything you can to support us in our goals.

What's the overall goal? To make Lakota Coffee Company the very best it can be, offering great value and benefit to everyone involved; from customers, to community, to owners, to management, to seasoned veteran baristas, to new hires.

Sure, this is somewhat lofty, but we are determined to see this through and we're willing to put ourselves to the test to make it real. In fact, it may well be critical to our company's survival.

Please understand that what I'm sharing here isn't some kind of indictment towards our existing staff. We know that some of you already have the kind of professional attitude that we want to see more of. We value your work very highly and are very clear that we can't accomplish our goals without your dedicated assistance. We also rely on you to pass your great attitude and work ethic on to the new people that you will likely be training.

However, there is always room for improvement and what we are doing here is no small task. Change is tough for most and we expect a transition period from the old way of doing things to the new. Difficult economic times can be turned to advantage. They severely weed out strong companies from weak ones. As a result, several local coffee shops have already gone under. We think it would be lovely if we are not added to that particular list.

Skip DuCharme has created a unique environment to showcase the finest coffee products in the world. Personally, I want to support him and his family in fulfilling our collective dream of making this the best place of its kind anywhere in the world.

I have created this website to support that very idea. Just Google "World's Best Coffee" and see what comes up. This website, believe it or not, has sold coffee nationwide, and has made Lakota an International company, selling retail bulk coffee in nine different countries so far! Specialty-Coffee-Advisor.com sold over two-hundred pounds of coffee in June of 2010 and it's functioning at only a tiny fraction of its capacity.



Am I tooting my own horn? Well maybe a little. I am proud of the website. But the point is that I need your help so that I can stay focused on improving this websites ability to gain a greater market share. A very small percentage of this "niche" can make a company VERY wealthy. How can you help? Simply by catching the vision of this and becoming more committed to your work here at Lakota.

What's In It For You?

My work on this website and our collective efforts to better our in-store systems has strong potential to create a future here for interested people. It will create careers for those who love this business, rather than just jobs. Some of you will be in a position to build on your newly acquired degrees, working for a growing International company, instead of just the best local coffee shop in town.

It will also make it possible for us to always have the very best in equipment, and anything and everything available that supports our goal of making life better for everyone around here. It even opens up more possibilities for growth and expansion within the downtown location and other local spots if we so choose.

O.K. Lee, but I'm just passing through; coffee's not my life...

Of course that's perfectly fine, but everything you do while you're here that supports our efforts to improve Lakota's financial prowess, makes your time here more enjoyable AND your "job" more secure. It also helps to ensure that we can provide good work for dozens of people... for many years to come.

The last thing I would like to ask of each of you, is that you candidly share with me your experience of this training manual and the test that follows. I rely on you to help me make improvements and I value your thoughts and ideas along these lines. Please take advantage of the communication tools that I have provided to assist you in helping us to make and implement all around improvements here at Lakota.

Many thanks to all of you.

On behalf of the owners and management, I would like to say that above all, we sincerely wish your time here at Lakota Coffee Company to be extremely fulfilling and rewarding. Many of our finest goals will be met if your experience here is one of great value and hopefully, some fond memories that bless you for a lifetime.

If you are going to take the test right away, you may access it below, or if later, from page 2 in The Table of Contents.

<http://www.specialty-coffee-advisor.com/Test-Your-Knowledge.html>

Thanks for reading.

Sincerely,

Lee Eckel and Lakota Management

