
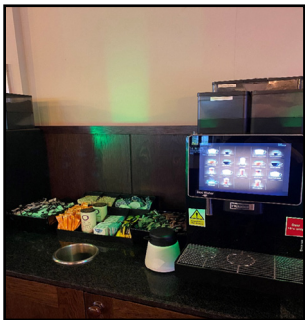




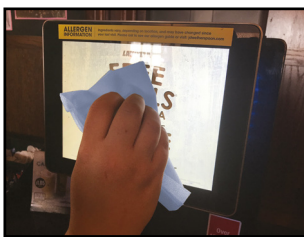

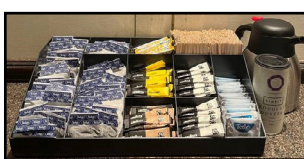



<b>Cloth</b>	Blue
<b>PPE</b>	N/A
<b>Chemicals</b>	• Washing-up liquid • Sanitiser • Glass cleaner • Furniture polish
<b>Reference</b>	<ul style="list-style-type: none"> <li>• Safety policies • COSHH manual • Risk assessment manual • DMLB</li> <li>• SOP B0027 - General waste management</li> <li>• SOP B0056 - Cleaning and use of the coffee machine - FRANKE A800</li> <li>• SOP B0061 - Coffee grounds and bar fruit recycling</li> <li>• SOP OF0002 - Use of disposable cloths</li> <li>• SOP OF0003 - Dealing with a spillage</li> <li>• SOP OF0087 - Logging and reviewing APOS wastage</li> </ul>
<b>Equipment</b>	<ul style="list-style-type: none"> <li>• Coffee station tidy (W00051 - 10 compartments or W00050 - 7 compartments)</li> <li>• Milk flask (W0515) • General waste bin with refuse bag (enclosed in coffee station unit)</li> <li>• Coffee grounds caddy • Hot water warning sign</li> </ul> <p>Coffee station tidy must contain the following:</p> <ul style="list-style-type: none"> <li>• Stirrers • White sugar • Brown sugar • Sweeteners • Tea bags • Decaf tea bags</li> <li>• Oat milk portions • Chocolate duster</li> </ul>

<b>Step 1</b>		<ul style="list-style-type: none"> <li>• The duty manager must allocate employees on the daily planner to complete a coffee station and coffee machine check every half hour as a minimum.</li> </ul>
<b>Step 2</b>		<ul style="list-style-type: none"> <li>• The coffee station tidy must be fully stocked with all 8 items listed in the Equipment section.</li> <li>• Clean black trays must be available for customers if requested.</li> <li>• Ensure space is available on the coffee station for customers to put down their cup or tray whilst they add milk and sugar.</li> <li>• Ensure that a hot water warning sign is displayed on the boiler.</li> </ul>
<b>Step 3</b>		<p>The coffee station and coffee machine must be checked and restocked (if required) a minimum of every half an hour.</p> <ul style="list-style-type: none"> <li>• Using a blue cloth sprayed with sanitiser, wipe down all surfaces on the coffee station.</li> <li>• Empty the general waste bin and coffee grounds caddy as required.</li> </ul>
<b>Step 4</b>		<ul style="list-style-type: none"> <li>• Spray a clean blue cloth with sanitiser and wipe the coffee station surface paying particular attention to the edges, corners, underneath and around the equipment.</li> <li>• Where applicable, sweep under and around the station to remove litter and debris.</li> <li>• Check that the coffee station tidy is clean and free from general debris.</li> <li>• If a significant amount of coffee grounds (not coffee beans) are found directly under the coffee machine, this may indicate a fault with the machine. Ensure that the coffee machine remains switched off, and raise an emergency callout with FRANKE via the property maintenance system.</li> </ul>

# Setting up and cleaning the self-service coffee station

<b>Step 5</b>		<ul style="list-style-type: none"> <li>• Milk in the flask must be replaced as required or every 2 hours as a minimum.</li> <li>• After 2 hours, any remaining milk must be discarded.</li> <li>• Clean the milk flask using hot water and drain well to remove excess water.</li> <li>• Refill with fresh cold milk.</li> </ul>
<b>Step 6</b>		<ul style="list-style-type: none"> <li>• Adjust the level of milk in the flask to the level of business expected.</li> <li>• Record any wastage in the DMLB and transfer to APOS on a daily basis.</li> </ul>
<b>Step 7</b>		<p><b>As part of the end of night closedown:</b></p> <ul style="list-style-type: none"> <li>• Clean the coffee machine. Refer to SOP B0056 - Cleaning and use of the coffee machine - FRANKE A800.</li> <li>• Remove all items except for the coffee machine from the coffee station and place to one side.</li> <li>• Using a blue cloth and hot soapy water, wipe the surface to remove sticky residue.</li> <li>• Allow to air dry.</li> <li>• Polish all wooden surfaces with a clean, dry blue cloth and furniture polish.</li> <li>• Polish the granite surface with a clean, dry blue cloth and glass cleaner.</li> <li>• Using a blue cloth sprayed with sanitiser, clean the inside of the coffee station, paying particular attention to the area beneath the milk fridges.</li> <li>• <b>Do not store any of the coffee machine cleaning chemicals in the self-service coffee station cupboards. These must be stored back of house.</b></li> </ul>
<b>Step 8</b>		<ul style="list-style-type: none"> <li>• The milk flask must be emptied and washed in hot soapy water.</li> <li>• Allow to air dry before putting the lid back on the milk flask.</li> <li>• Check all equipment and clean as required. Pay particular attention to the holders and bowls.</li> <li>• Empty the bin. Refer to SOP B0027 - General waste management.</li> <li>• Empty the coffee grounds caddy. Refer to SOP B0061 - Coffee grounds and bar fruit recycling.</li> <li>• As required, wash out the bin and coffee grounds caddy using hot soapy water. Allow to air dry.</li> </ul>
<b>Step 9</b>		<ul style="list-style-type: none"> <li>• Remove all items from the coffee station tidy.</li> <li>• Wipe the inside and outside of the coffee station tidy using a blue cloth sprayed with sanitiser. If required, deep clean using the coffee cup washer.</li> <li>• Allow the coffee station tidy to air dry.</li> <li>• Restock the station fully for the following day.</li> <li>• Place a clean bin bag in the general waste bin.</li> <li>• Do not refill the milk flask until the following morning.</li> </ul>
<b>Step 10</b>		<ul style="list-style-type: none"> <li>• The coffee station must be kept clean at all times.</li> <li>• Cloths must be rinsed in hot water throughout the day to keep clean.</li> <li>• If cloths become damaged or stained, these must be disposed of.</li> <li>• Where space permits, condiment stations must be situated away from the coffee machine to help prevent congestion.</li> <li>• If any damage is noted to the coffee station cupboard doors, these must be removed and stored in a back of house location. Raise a call out via the property maintenance system to have the doors repaired.</li> </ul>