



EVENT COFFEE VOLUNTEER INDUCTION GUIDE

Slow is Smooth
Smooth is Fast

WELCOME

Thank you for volunteering on the StayKCC coffee team. This guide is designed to help you understand how the coffee line works, what your role involves, and how we serve guests in a fast, calm and consistent way.

The goal: keep your station moving, support the next person in the line, and give every customer a clear, accurate order.

WHAT MATTERS MOST

Work steadily

Keep a smooth, even rhythm. Rushing usually creates mistakes and slows the line down.

Stay in your role

Each station feeds the next. Focus on your job and communicate clearly if something is running low.

Accuracy first

Names on every lid. Use the correct code, milk colour and extras so drinks are handed out correctly.

Ask for help early

If you are unsure, stop and ask a staff member or barista before a small problem becomes a bigger one.

BEFORE YOUR SHIFT

- Wash your hands and tie back long hair.
- Report to the Coffee Team Leader for role allocation.
- Read the lid code sheet and ask questions if you are unsure.
- Check which products are being offered at this event.
- Check where milk, beans, lids and cups are kept.
- Know the communication path: ordering person, Coffee Team Leader and the rest of the line.

EVENT-SPECIFIC MENU

This is a catch-all guide used across multiple StayKCC events. Not every product listed will be offered at every event. For example, syrups may not be available at Basecamp. Confirm the current menu with the Coffee Team Leader before service.

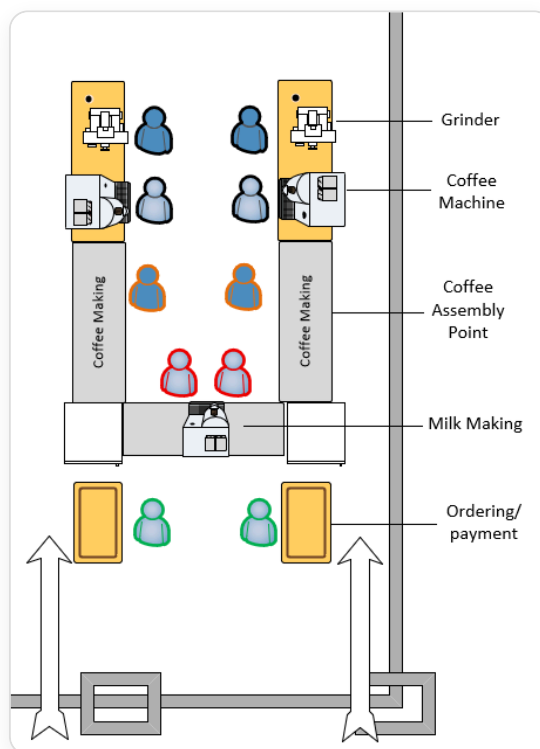
QUICK PRINCIPLE

Do your role consistently and feed the next person.

You do not need to run the whole coffee operation yourself. Keep your section flowing and communicate clearly.

Overview: guests order at the front. Orders then move through grinding, espresso, milk and assembly before the finished drink is handed to the customer. We run two mirrored coffee lines that share a central milk station.

Expected pace: during peak service the production line is designed to sustain approximately **4 finished coffees per minute** - around **2 coffees every 30 seconds**. The aim is a smooth, continuous flow rather than rushing individual drinks.



Green
Ordering / payment

Blue
Grinder / espresso

Red
Milk production

Orange
Coffee assembly

Flow of work

- Order is taken and written on a lid.
- Grinder and espresso stations prepare shots.
- Milk station prepares milk for both assembly points.
- Assembly station matches the lid, shots and milk.
- Finished drink is called and handed to the customer.

Important: the milk area is shared across both sides. That means clear communication matters. If one side is running short, let the milk team know early rather than waiting until cups are stacking up.

GREEN

Ordering / Payment

- Take payment and confirm the order clearly.
- Write the customer's name on every lid.
- Write the drink code in the correct milk colour.
- Write extras underneath in black.
- Slide the lid neatly into the production flow.
- Spare lids are stored at the front near ordering - restock them as needed.

BLUE

Grinder / Espresso

- Keep the grinder and machine supplied and ready.
- Pull shots consistently and keep pace with assembly.
- Do not build a large pile of unused shots.
- Beans and cups are stored under the benches - restock them as needed.
- If stock or machine space is becoming an issue, tell the ordering person, the Coffee Team Leader and the rest of the line early.

RED

Milk Production

- Feed both assembly points with the correct milk type.
- Group similar milk orders where possible.
- Keep milk jugs and cloths clean throughout service.
- Communicate early if milk stock is running low. Tell the ordering person, the Coffee Team Leader and the rest of the line.
- Accuracy matters: wrong milk means a remake.

ORANGE

Coffee Assembly

- Match the lid, shots and milk.
- Check extras before handing out the drink.
- Call the customer's name clearly.
- If something does not look right, stop and check before handing it out.

What to do during a rush

- Stay calm and keep a steady pace.
- Keep your bench tidy and safe.
- Tell the team leader early if something is running low.
- Keep drinks moving rather than trying to do everything at once.

When to ask for help

- You are unsure what the lid says.
- You are not sure which milk or extra is required.
- The machine or grinder is not behaving normally.
- You need a remake or a customer query escalated.

1. Names on every lid

Every order needs a customer name. This is how drinks are handed out accurately and quickly.

2. Accuracy saves time

A correct drink the first time is always faster than a rushed remake.

3. Communicate early

If stock is running low or equipment is causing a delay, tell the **ordering person, Coffee Team Leader and the rest of the line** early. This allows the team to adjust ordering before production stops.

4. Keep to your station

Only move into another role if directed by the team leader or barista staff.

5. Keep benches clear

Wipe spills, remove waste and keep cloths in the right place. A clean bench is faster and safer.

6. Remakes happen

If a mistake is made, own it quickly and remake the drink without arguing with the customer.

FOOD SAFETY AND HYGIENE

- Wash hands before starting and after touching your face, phone or anything contaminated.
- Use clean jugs, clean cloths and clean benches.
- Do not use dropped lids, cups or spoons.
- Keep milk cold until needed and return spare milk to chilled storage promptly.
- Use the correct cloths for steam wands and bench cleaning.

START AND END OF SHIFT

Start

- Report to the team leader.
- Confirm your station.
- Check stock levels and bench setup.

Finish

- Wait for handover before leaving your station.
- Clean your area and restock if directed.
- Tell the team leader about any issue that needs follow-up.

SESSIONS COME FIRST

One of our goals is for coffee volunteers to attend the event sessions in some capacity. Coffee service may mean missing some songs at the beginning or end of a session, but wherever possible volunteers should be able to hear all of the talks.

TRAINING AND LEARNING

- If you would like to learn a new part of the coffee production line, let us know.
- On the first day, arriving around **30 minutes earlier** may give us time to provide additional training before service begins.
- If you are already comfortable with any section of the production line, please tell us in advance. This helps us allocate roles and plan training.

SKILL REQUIREMENTS

The two roles that require trained or experienced baristas are **Milk Production** and **Coffee Assembly**.

Other roles

Ordering/payment and grinder/espresso positions can be staffed by volunteers without prior barista experience. We can train people in these roles.

PHYSICAL REQUIREMENTS

Coffee service involves repeated reaching, twisting and lifting, including handling milk bottles, jugs, coffee supplies and equipment. Volunteers should be comfortable with these movements and should let the Coffee Team Leader know if they have any limitations that affect their role.

CLEANING SUPPORT

If there is time before or after a session, volunteers may be asked to help clean jugs, machines and work areas so the next service period is ready to go.

DRINK CODES

Flat White	FW	Cappuccino	CAP	Latte	L	Espresso	Esp
Long Black	LB	Hot Chocolate	HC	Mocha	M	Chai Latte	CL
Dirty Chai	DC	Macchiato	Mac	Piccolo	Pic		

MILK COLOUR CODE

 BLUE Full Cream	 GREEN Lite	 RED Oat	 ORANGE Soy	 BLACK No Milk
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EXTRAS - ALWAYS WRITTEN IN BLACK

Extra Shot	XS	Extra Hot	XH	Vanilla Syrup	VS	Caramel Syrup	CS
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How to mark the lid



Write the **drink code in the milk colour**, write any **extras underneath in black**, and always add the **customer's name**.

Example: orange **L** = Latte with soy milk · **XS** = extra shot · **VS** = vanilla syrup · name = customer's name.

Remember: rushing causes spilled milk, poorly pulled shots and mixed-up orders - which slows the whole line down. A steady, even rhythm keeps the line moving and keeps stress low. Always write the customer's name on every lid.