

NEW EMPLOYEE TRAINING MANUAL



UPDATED AS OF JUNE 2024

EMPLOYEE HANDBOOK



UPDATED AS OF JUNE 2024

THE CULTURE OF CONTRAST COFFEE

HOW WE STARTED

THE TWO PILLARS

IT ALL STARTS WITH COFFEE

3RD WAVE COFFEE

CONTRAST COFFEE ROASTING STYLE

SOURCING COFFEE

COFFEE DRINK DEFINITIONS

ESPRESSO

THE KING OF THE CUP

WHAT IS ESPRESSO?

WHAT SHOULD ESPRESSO TASTE LIKE?

BREWING GUIDELINES

POUR OVER BAR

WHY POUR OVER COFFEE?

V60

HOW TO SERVE

MILK DRINKS

MILK ALTERNATIVES

WHAT HAPPENS WHEN YOU STEAM MILK?



LATTE ART

WHY WE FOCUS ON ART...

HOW TO STEAM MILK

HOW TO POUR LATTE ART

POURING A HEART

BATCH BREW

NOT JUST ANOTHER STALE DINER STYLE COFFEE

THE FUTURE OF BATCH BREW

COLD BREW

COLD BREW FLAVOR PROFILES

COLD BREW BREWING METHOD

COLD BREW RECIPE:

TEA

RISHI TEA

WHAT TEAS WE CARRY

BREWING METHOD

MATCHA

APPENDIX

A: CONTRAST COFFEE DRINK RECIPES



HOW WE STARTED

In 2013 Adam, Chris and Gabe began talking about a void in each of their lives. They were all doing well in life as businessmen, they had great families and were involved in other aspects of community life. However, they all identified the void of needing to make a greater impact in people's lives. They had a mutual friend who had started a school teaching English in the northern mountains of Laos. They decided to start an online business with proceeds going directly towards scholarships for students who attended the school. Coffee started as a whim, but the more they researched it the more it made sense. So, they ran with the idea and decided to start an online roasting company in 2014. Without having any experience in the coffee roasting industry they purchased a 2-pound air roaster, set it up in Adam's garage, and opened up MissionArabica.com.

For almost two years they operated and grew Mission Arabica roasting ... selling online, in grocery stores, coffee shops, and churches. Their knowledge of the specialty coffee scene continued to grow and develop as they honed their skills in coffee roasting. All of the profits went overseas to scholarships for students in the school in Laos.

In 2016 they had grown Mission Arabica to the point where they needed to decide to make the jump to go for it full time or just maintain where they were. In January of 2016, Adam resigned from his ISP and went full-time roasting. Shortly after there was a need to move into a bigger roastery to continue to grow the operation. Over time we learned the things different wholesale customers value (for example, a coffee shop will have different needs of their roaster than a grocery store will). Therefore, Gabe, Adam, and Chris talked a lot about how to best meet the needs of each customer segment. While there were many possible ways to go about doing this, one of the preferred ideas was to create a second brand focused on high-end, third-wave coffee shops. Ideally, to have this brand succeed, we felt that we needed to have our own coffee shop so we could better relate with coffee shop customers.

Through good fortune, we were contacted unexpectedly by Alex Fields. Alex was a friend of Adam's (Our Roast Master) who had coffee shop management, barista, and roasting experience and was interested in working with us. Additionally, another friend of Adam and Alex's, owned a building in downtown Iron River, MI (the same town Adam roasts in) and happened to be preparing the storefront of his building to be leased by a coffee shop. However, the coffee shop that was going to go in there didn't pan out and the building was available. All of the sudden, the pieces we needed to create this new brand and shop were falling into place. Over the course of a few weeks, we worked through forming a new company between Mission Arabica and Alex that would focus on operating a coffee shop and wholesale sales to third-wave coffee shop customers. That company became what is now Contrast Coffee.

The Two Pillars are what we consider to be the most important things in Contrast Coffee. Quality of Product and Quality of Service. Everything we do flows from these two principles. These are the two things that separate us from every other coffee shop experience. This is what "Contrast" is all about.

QUALITY OF PRODUCT

Everything we serve is meticulously and purposely sourced. For us, this starts with our coffee. Sourcing farm direct when possible, profile roasting for weeks, brewing styles and methods, barista knowledge of all our coffees, and so on. This can be best summed up in our recipe for Pour Overs: 22 grams of coffee ground on order, 352 grams of water at a temperature of approx 200 degrees, bloomed for 45 seconds, and finished in approx 3 minutes. This is just a single example of how much we care about everything we serve. The farmer goes to great lengths in their planting, harvesting, and processing and it is our job to showcase their coffee to the extreme.

We carry this passion for coffee into every product we source. We use local bakeries for fresh goods. We use whole and natural foods for our smoothies. Our sauces and syrups are sourced for all-natural purposes as well as taste. We want to give every guest in our shop the very best product we can. As a Contrast team member, you can be confident you are serving some of the world's best coffee and best products.

QUALITY OF SERVICE

Equally important is our quality of service. There are few things worse than receiving a great product only to have it ruined by lack of service. Every person who walks into a Contrast Coffee is considered a guest in our home. We take pride in greeting everyone who comes in and wishing them a great day on their way out. There are no customers in our shops, only guests. Everyone has a story, a need, a joke to share, the gift of who they are. It is our job to create a community where people feel safe and cared for. Coffee has an amazing ability to do just this.

As a team member of Contrast, you have a wonderful opportunity to shine into sometimes, hundreds of people every day. We take great pride in being a spot where the communities we are in feel like they are home when in our shops. Knowing people's names and drinks before they order, pouring latte art, connecting them with a farmer's story while making a pour-over are just some of the ways we connect with our guests.

Scott Rao - one of the rock stars of the roasting world - said, "I can deal with a mediocre cup of coffee as long as the service is excellent."

The other side of service is to our own team. We serve each other. At Contrast, we have opening duties, running side duties, shift change duties and closing duties. We perform all of these to serve each other. We set each other up for wins. If we underperform in serving each other we set our team members up to provide poor service to our guests.

3RD WAVE COFFEE

Third Wave references the current movement within specialty coffee that appreciates coffee as an artisan or craft beverage. Coffee, in all of its processes, from the origin of the harvested bean to the roasting and brewing process, is treated with the same reverence as fine wine and craft beer.

This culinary approach to coffee is nothing new to the industry, in fact, it is a re-birth from the days before tin cans and instant coffee hit retail shelves, making coffee a convenient caffeine buzz rather than an enjoyable craft beverage.

To understand the significance of "third wave" we need to look back to the "first" and "second wave" movements for coffee. Although the transitions from first, second and third wave are not always discernible, their priorities were certainly unique:

- 1st Wave: *Growing coffee consumption exponentially.*
- 2nd Wave: *The defining and enjoyment of specialty coffee.*
- 3rd Wave: *Purchasing coffee based on its origin and artisan methods of production.*

1st Wave Coffee – The First Wave consisted of the mass marketers who made it their mission to increase consumption of coffee and put it into every kitchen. It's easy to see them as profit-driven. Most of their innovations included revolutions in packaging, like airtight cans, that made it easier to get coffee to the consumer. First Wavers were responsible for turning coffee into a major commodity and began the process of marketing coffee for flavor. Juan Valdez, "good to the last drop" and "gourmet coffee" are all remnants of the First Wave of coffee culture.

First wave coffee can trace its roots back to the 1800's, when entrepreneurs saw a market for providing coffee that was both affordable and "ready for the pot". Coffee brands like Folgers and Maxwell House would quickly become household names across the United States.

This first wave receives criticism for sacrificing taste and quality to promote convenience and mass production. While the quality of the mass marketed brew may be frowned upon, the innovations in processing, packaging and marketing would allow the coffee industry to skyrocket into the future.

Before moving on to the second wave of coffee, I would be remiss not to mention the invention of the first automatic drip home coffee maker from entrepreneur Vincent Marotta. Marotta called his coffee maker, Mr. Coffee! Mr. Coffee machines were a marketing sensation, with "The Yankee Clipper" himself, Joe DiMaggio as its spokesperson. By the end of the 1970's, over 40,000 Mr. Coffee's were being sold every day.

2nd Wave Coffee – One of the driving forces in the transition into the second wave was a reaction to the "bad coffee" being marketed under the first wave. Consumers expressed a desire to know the origin of their coffee and understand the unique roasting styles of what will now be called "specialty coffee" beans. This knowledge added to the enjoyment of coffee as an experience, rather than just a beverage. Some coffee historians cite the wine industry as an influence, with its principles and applications now applied to the coffee industry. Our coffee vocabulary began to change with second wave. Words like espresso, latte, and French Press became common among lovers of

specialty coffee. The criticism of the second wave is that it lost its way, forsaking the source of the bean for the social experience of drinking coffee. Coffee shops became big business, luring consumers to brick-and-mortar shops to drink their favorite coffee beverage. The coffee business most often associated with illustrating second wave coffee is Starbucks.

Patterned after the business model of Peet's Coffee in Berkeley, California, Starbucks opened its doors in 1971, specializing in serving fresh roasted coffee beans. Friends and business partners, Jerry Baldwin, Zev Siegl and Gordon Barker were passionate about fresh coffee from freshly roasted beans. Starbucks was more third wave than second in its origin. When Howard Schultz joined the Starbucks team as Director of Marketing, he worked hard to convince the trio of owners to sell brewed coffee drinks. They declined the notion. Schultz moved on to found a very successful coffee chain, Il Giornale Coffee and in 1987 returned to purchase Starbucks for \$3.8 million. Pre-ground coffee, espresso's and lattes hit the coffee menu! The new coffee chain surpassed its growth goal in the 1990's by opening a new location every work day and by the year 2000 had over 3,000 locations. Starbucks became the poster child for second wave, not only giving specialty coffee its own language, but making it social by introducing the masses to the coffee shop experience. Second wave entrepreneurs began to follow the Starbucks model and create havens for enjoying coffee all across the U.S. The social experience of drinking coffee became more important than the artisan process of producing coffee.

3rd Wave Coffee – Third wave coffee aspires to the highest form of culinary appreciation of coffee, so that one may appreciate subtleties of flavor, varietal, and growing region – similar to other complex consumable plant-derived products such as wine, tea, and chocolate. Distinctive features of third wave coffee include direct trade coffee, high-quality beans, specialty grade only, single-origin coffee (as opposed to blends), lighter roasts, and latte art. It also includes revivals of alternative methods of coffee preparation, such as vacuum coffee and pour-over brewing devices such as the Chemex and Hario V60.

The term "Third Wave" was coined in 1999 by Timothy Castle referring to a focus on quality^[1] and refers chiefly to the American phenomenon, particularly from the 1990s and continuing today, but with some effects from prior decades. Similar movements exist in India, Japan and broader Asia, and Canada, Australia, Mexico, New Zealand, and Scandinavia. More broadly, third wave coffee can be seen as part of the specialty coffee movement.

CONTRAST COFFEE ROASTING STYLE

Contrast Coffee's roasting style falls inline with 3rd wave coffee roasting. Our intent is to highlight and bring out the most desirable flavors of each coffee we acquire. In order to do this our roast levels focus on light to medium roasts. At these levels the flavors inherent in the coffee are highlighted rather than muting them by over-roasting or dark roasting coffee. We take careful time and consideration when profiling each and every coffee we offer. The profiling (recipe for each new bean) process can take as little as 1 week and up to 4 weeks to complete.

SOURCING COFFEE

Contrast sources its coffee mostly through Cafe Imports, the largest importer in North America of Specialty Grade Coffee. We work hand in hand with the Cafe Imports team to select coffees that reflect our desired flavor profiles based on what region of the world they come from. Most of the coffee we purchase through Cafe Imports is Direct Trade Coffee where Cafe Imports is buying directly from the farmer.

Direct Trade Coffee is the best-case scenario for both farmers and specialty coffee roasters. Direct Trade incentivizes coffee farmers to produce higher quality coffees. Fair Trade coffee is a market-driven price ensuring farmers receive "x" amount of dollars above the variable market value. This means the price a farmer can receive from Fair Trade can vary from year to year based on the market. Direct Trade sets its price based on a relationship with the farmer and the quality of coffee they are producing regardless of what the market value is. A farmer is then incentivized to produce better and higher scored coffees because they will receive a better price for their hard work.

Contrast takes annual origin trips to coffee farms to meet directly with farmers we purchase from. It is our desire to eventually source all of our coffee from every origin we purchase from this way. The value of relationship permeates all the way from the farm to the guests we serve in our shops. So it stands to reason, that the journey of our coffee starts with a relationship at the farm level.

COFFEE DRINK DEFINITIONS

All of Contrast Coffee's espresso drinks start with a double shot of espresso. Anytime "espresso" is used in defining a drink recipe it represents a double shot unless specified otherwise in the drink description.

- Espresso- The espresso (aka "short black") is the foundation and the most important part to every espresso based drink. So much so that we've written a guide on how to make the perfect espresso shot. But for the purposes of this post an espresso consists of: 1 double shot of espresso in an espresso cup.
- Macchiato- similar to an espresso but with a dollop of steamed milk and foam to mellow the harsh taste of an espresso. Macchiato means to mark or stain. You will find that baristas in different countries make short macchiatos differently. However the traditional way of making a short macchiato is as follows: a shot of espresso in a short glass or espresso cup, a dollop of steamed milk and foam placed on top of the espresso
- Cortado- A cortado is a Spanish-origin general term for a beverage consisting of espresso mixed with a roughly equal amount of warm milk to reduce the acidity. This is served in a "cortado" 4oz glass.
- Cappuccino- Espresso with 4oz of steamed milk. Contrast's recipe favors the flat white form of this drink rather than a traditional cappuccino with heavy foam. The preference here is to still be able to perform latte art on every milk based drink we serve.

- Latte- The term as used in English is a shortened form of the Italian caffè latte, which means "milk coffee". Espresso with 8oz or more of steamed milk.
- Americano- is hot water with an espresso shot extracted on top of the hot water. It is made as follows: Fill a cup with 2/3rds full of hot water, add a shot of espresso over the hot water. The term "Americano" comes from Italians adding water to their espresso to weaken it for American tourists.



KING OF THE CUP

Espresso is the base of 70% of all coffee drinks sold in Contrast shops. It is the most important component and sets the flavor tone of our espresso-based drinks. There are many misconceptions about what espresso is, how it tastes, how it is roasted, prepared, and the list goes on and on. First, let's define what espresso ISN'T.

Espresso is not a coffee bean. No matter what that bag at the supermarket says, all coffee beans are capable of being espresso beans. All beans labeled "espresso" can also be brewed as regular black coffee. Coffee bags are labeled this way because most roasters have a signature blend of beans that they roast particularly to thrive when brewed as espresso. It doesn't mean these beans are any different from non-espresso beans.

Espresso is not a roasting style. Most bags of "espresso beans" contain beans that were roasted pretty dark, but, contrary to popular belief, that doesn't make it an "espresso roast". Many roasters chose to roast their espresso blends darker than the rest of their coffees because darker blends tend to brew more consistently than lighter ones. And when you're working with something as complex and frustrating as espresso, extra consistency is usually appreciated.

SO WHAT IS ESPRESSO?

Espresso is a brewing process. It's not a type of bean. It's not a roasting style. It's a way of brewing coffee in an extremely concentrated form.

There are 3 types of espresso shots.

1. Ristretto: An espresso shot that is pulled on a 1:1 ratio with water. Ex. 18 grams of coffee yields 18 grams of drinkable espresso.
2. Espresso: An espresso shot pulled at a 1:2 ratio with water. Ex. 18 grams of coffee yields 36 grams of drinkable espresso
3. Longo: An espresso shot pulled at a 1:3 or greater ratio with water Ex. 18 grams of coffee yields 54 grams or more of drinkable espresso.

In comparison, our pour-over coffees and french press coffees are brewed using a 1:16 or 1:18 brew ratio of coffee to water.

WHAT SHOULD ESPRESSO TASTE LIKE?

Once again, there's a lot of misinformation out there about what espresso tastes like. Most think espresso tastes bitter. In reality, espresso doesn't have to be any more bitter than regular black coffee. With fresh beans, reliable equipment, and a skilled barista, espresso can be vibrant, smooth and satisfying

MYTH

Espresso tastes bitter!

A large portion of espresso out there is bitter. However, it's not because espresso has to be bitter – it's because so many coffee shops and home brewers use beans that are over-roasted and burned. If you start with poorly sourced and roasted coffee, you'll get gross espresso. The same is true for any other coffee brewing method. If you brew with fresh, specialty-grade beans, you'll get flavorful espresso.

TRUTH

Espresso can be fruity, floral, sweet, spicy, and beyond

Just like with any other coffee brewer, espresso can produce incredible coffee. However, you have to keep in mind that espresso has the flavor of a full mug of coffee packed into a small 1-ounce shot. For many people, that concentration of flavor is so intense that their palates are overwhelmed by the rich flavors. In fact, this is how we all start out. Nobody tastes espresso for the first time and thinks to himself, "Wow. What a smooth shot of espresso".

Even if the shot is a smooth one, our taste buds are typically too shocked by the intensity to be able to tell at first. Only by drinking espresso several times are your taste buds able to calm down and taste the nuanced flavors.

Well brewed espresso is ripe with clear flavors. The acidity is strong, yet balanced. A slight bitterness rounds out the acidity and creates low notes. Rich aromas rise from the shot into your nostrils and retronasal passages in the back of your throat. If brewed particularly well, a satisfying sweetness pulls the whole shot together.

Learning to taste espresso can be challenging, but the rewards are great. Tasting all the glory a whole mug of coffee can contain in a few concentrated sips is rarely rivaled as far as powerful sensory experiences go.

BREWING GUIDELINES

The brewing guidelines for espresso at Contrast Coffee have some specifics on how it is served, but also room for variance on the recipe.

ESPRESSO RECIPE

The espresso recipe can vary day by day at each Contrast Coffee location. Espresso changes based on the age of the coffee, the temperature of the water, the temperature of the room, humidity levels, etc. We place importance on taste over an exact recipe each shop must use. We do carry standards and those standards should always be adhered to.

Contrast Coffee pulls a variance of 1:2 shot espressos. All shots should start with 18-20 grams of coffee and the yield should be between 30-40 grams of brewed espresso taking between 20-40 seconds. This varies from shop to shop, but these are the standards we start with. It is up to a fully trained barista to dial in the espresso every morning and at shift changes throughout the day if necessary

HOW TO SERVE ESPRESSO

Espresso should be served in a small 2 oz demitasse cup. It is served on a platter with 4 oz of sparkling water and a small espresso spoon



WHY POUR OVER COFFEE?

You have to think of hand drip coffee this way – masterworks of art aren't created in just a few minutes. The finer things in life take time, and while pour-over coffee may sound simple it will require your patience and, more importantly, your time.

Pour-over coffee allows the barista to fully control all of the elements of the brewing process with detail above and beyond a guest's normal experience with coffee. This allows us to maximize the extraction of the coffee and thus, maximize the flavors in the cup. It highlights the coffee to express all the work placed into making the coffee the best we can. All the way from the farmer's practices, to our roastery to a barista taking the time and care to pour the coffee by hand.

We believe the Pour Over experience highlights our core 2 principles of Quality of Product and Quality of Service. You should be fully acquainted with every coffee we have on the pour-over bar. You should be able to explain to each guest what the flavor notes are and a little description of where the coffee comes from including details about the farm.

V60

Our preferred method of pour over coffee is the V60. We feel the V60 provides a dynamic cup of coffee, highlighting the smallest nuances of flavor the coffee has to offer.

Brewing Guidelines

We use a 16:1 water to coffee ratio. Our 10 oz pour over uses 22 grams of coffee and 352 grams of water. Our 16 oz pour overs use 32 grams of coffee and 512 grams of water.

Basic instructions for 10 oz pour over.

1. Take a V60 filter, open it up, set in the V60 cone and rinse thoroughly with hot water. This will ensure no papery taste resides in the brew, and will also heat the holding vessel.
2. Grab the correct coffee and weigh for the correct size. Grind coffee to designated grind level for V60 (a little finer than table salt).
3. Add coffee to the filter and tare the scale
4. Start your timer and pour twice as much water as coffee (i.e. 22g coffee x 2 = 44g water) over the grounds. The goal is even saturation, so pour slowly in a clockwise pattern. This bloom allows the coffee to de-gas, enabling the water to yield the full potential of the coffee. This is an essential step that should never be rushed.
5. After about 45 seconds, add water in stages starting with a pour of 150 grams bringing your total weight to 200 grams. Once the water starts to go down add 50 grams at a time until you reach the desired final brew weight, making sure that the grounds are never exposed to air until the brew is finished. Concentrate the pour towards the center of the V60, working your way outwards to about a centimeter from the edge of the slurry. The water stream from the pouring kettle should be slow enough to fall straight down, not at an angle.
6. Once you have poured the designated weight, stop pouring and wait for the rest of the water to pass through the filter. This process should take approximately 3 minutes if your grind setting is correct.

HOW TO SERVE

All in house Pour Overs are served on a tray. Pour half of the coffee into a regular mug. Pour the remaining coffee into a holding vessel for the guest to use at their discretion. This allows the guest to be able to control the amount of coffee they would like to drink as well as allowing them to opportunity to use cream and sweetner of their choice.



Milk drinks are the staple of any coffee shop. It could be said that coffee shops are not in fact coffee shops, but milk shops. Milk by volume is the primary ingredient at Contrast Coffee. In an effort to accommodate multiple allergies Contrast Coffee uses a wide variety of milk. All of our drinks are made with Whole Milk unless the guest asks for one of our alternatives. Skim milk (skinny milk) is available upon request and does not have any additional cost. All other milk alternatives have an upcharge to cover our costs for providing it to the guest.

MILK ALTERNATIVES

- Almond Milk- We use a specially formulated version of Almond milk for baristas. Easily create full-bodied foam, better latte art (better stretching), and stay dairy-free without the sacrifice. Soy-free, dairy-free, gluten-free, carrageenan-free, non-GMO, kosher, vegan
- Coconut Milk- We use a specially formulated version of coconut milk for baristas. This is an excellent choice of milk for Iced drinks. When steaming add more air than you would to whole milk.
- Oatly- We use a specially formulated version of Oatly for baristas. This milk alternative performs the closest to natural whole milk when steaming. It is enriched with vitamins (A, D2, riboflavin, B12) and calcium. Dairy-free, soy-free, nut-free, GMO-free, and gluten-free.

WHAT HAPPENS WHEN YOU STEAM MILK?

Milk has the following:

- Fat: the good stuff
- Sugar (lactose): made up of galactose and glucose which are both sweet on their own, however together as a compound (a disaccharide) they are only mildly sweet.
- Protein: a long chain of amino acids which, when in cold milk, is all wound up. The hydrophobic molecules of the protein are buried inside the coil because they do not like water.

When you heat the milk:

- Fat: gets thinner/melts
- Sugar: breaks into the smaller, simpler sugars which by themselves have a sweeter taste and will help the milk reach its sweetest point. If you keep steaming past the sweet point, the sweetness will go away as the sugars break down beyond taste. The optimal temperature for sweetness is 140 degrees.
- Protein-the coil loosens up and the hydrophobic piece becomes exposed, so it will look for somewhere to go: it can either go into the fat or it can go out in the air to get away from the water. The hydrophobic protein goes to the bubbles produced when air is introduced to the milk and a skeleton of proteins is created around each air bubble. The bubble becomes incapable of popping. Swirling the foam will rehydrate the bubbles again (when gravity kicks in and pulls the bubbles down into the milk), reinforcing each bubble with the protein, making it shine. There is motion and fluidity in the milk.

WHY WE FOCUS ON ART

There used to be a time when people didn't care what their coffee looked like – as long as they got one and it tasted good!

Recently, however, our experience shows that latte art has never been more popular than it is now and is in fact becoming the norm, not just with the specialty coffee outlets; it's infiltrating all manner of coffee stores from regular cafes right through to larger well-known coffee chains. There is still some way to go but there are no signs of the trend turning back. Latte Art is favored both by baristas that are trying to perfect their craft and also by customers who enjoy the beautiful presentation of their latte.

So, why does it have such a following? There are several explanations. First, let's consider appearances; presentation says everything. If you are accustomed to a cafe where the baristas always put a nice, aesthetic finishing touch on your milk-based beverage, it's not long before you come to expect it everywhere. Beverages that don't present well imply less care was taken and that the quality isn't as good (even if it's not true) and the impression is that this 'impacts' on taste.

Latte art falls in line with Contrast's two pillars of Quality of Product and Quality of Service. In order to have great latte art, the milk must first be steamed close to perfection. Great milk tastes the sweetest and has the best texture for drinking. This goes along with our Quality of Product. Then to develop the skills to properly pour latte art and present this to our guests shows our attention to Quality of Service.

HOW TO STEAM MILK

- **Fill The Pitcher With Milk.** The first step is filling your pitcher with milk. This may sound like an obvious step, but it's actually quite important to get the right amount of milk in your pitcher, not only to produce the best-steamed milk but also for milk conservation. Our pitchers have ounces marked on the inside of them. For 10 oz drinks, you want to fill to the 8 oz mark, for 16 oz drinks you want to fill just above the 12 oz mark.
- **Milk Stretching.** The second step is called 'stretching' and is when you turn the steam on and have the nozzle of the steam wand below the surface of the milk to make a hissing sound. This process creates micro-foam by letting air gently into the milk. The key is to have the nozzle just a fraction under the surface of the milk in order to create foam while making the milk spin in a whirlpool motion. We find that the milk stretching stage lasts about 5 seconds as you only need to introduce a little bit of air into the milk.

- Milk Spinning/Swirling. The third stage is called 'spinning' and this is when you submerge the steam wand nozzle another fraction below the milk — literally half a centimeter (1/5th of an inch) — and continue to spin the milk in a whirlpool motion. You should hear no hissing sound, other than the occasional leftover bubble being eaten up by the steam wand. This spinning process mixes the microfoam with the milk in order to 'polish' the milk. The key to spinning the milk is to tilt the pitcher a little to get the perfect whirlpool. You'll need to find the sweet spot which is a little off-center and try to keep it there from start to finish. You can see me doing this below. Keep spinning the milk until the jug becomes too hot to touch or around 150 Fahrenheit then turn off the steam and wipe your steam wand with a wet, clean cloth. However, we find for latte art it's best to have the milk a little cooler around 140 Fahrenheit.
- Rest and Polish. Once the milk is made give the jug one solid THUMP on the counter to disperse any big bubbles and then leave it to sit whilst you put the espresso shots on. Then, before pouring, swirl the milk around the jug to polish the milk and to make sure the milk and micro-foam are together. The shinier the milk the better, but don't be too rough otherwise you'll make new bubbles. You want the milk to look like wet paint.

HOW TO POUR LATTE ART

There are many different variations on pouring latte art. Each different design requires a different method of pouring. Each barista will develop their own style and develop their own level of comfort with each design. For this manual, we will focus on the very basics of a simple heart which is the first design we work on with new baristas.

- The center is the key. For a lot of designs starting your pour in the center of the cup is key. The heart design is no exception. Staying in the center of the cup will ensure a round design and will push the milk away from the pitcher as it flows into the cup.
- Laying the milk down. It is essential for every design to have the tip of the milk pitcher almost touching the espresso in the drink. Tipping the cup towards your milk pitcher helps with this technique. Having the tip almost touching the espresso ensures the milk will lay on top of the coffee rather than diving underneath.
- Cutting the design. A lot of latte art designs require cutting the design in half. In order to cut the design you must raise the pitcher 3–4 inches above the design and move the pitcher towards the front of the cup. Lifting the pitcher allows the milk to dive under the coffee and pulls the design down with it. This creates the bottom of the heart, the stem of the tulip, the stem of a rosetta and so on.

POURING A HEART - THE HIGH, LOW, HIGH, CUT METHOD

1. Hold the latte cup in the flat of your hand and tilt it towards your pitcher. Start with the pitcher "high", 3-4 inches above the espresso. From here fill the cup to $\frac{2}{3}$ full.
2. Once the cup is $\frac{2}{3}$ full bring the pitcher "low", almost touching the beverage. The milk will start to lay on top of the espresso and form a circle. Hold this position in the center of the cup until it is almost full.
3. Once the cup is almost full bring the milk pitcher back to the "high" position and continue pouring until the cup is full.
4. Once full still holding the pitcher high, pull or "cut" the beverage with the remaining milk towards the front of the cup.



NOT JUST ANOTHER STALE DINER-STYLE COFFEE

For a long time, Batch Brew coffee has gotten a bad rap, and for good reason. Most coffee drinkers are familiar with diner-style coffee, made in bulk, sitting on a hot plate for hours. It starts weak and as it sits for hours it turns to tar. It is made with pre-ground packages and water temperature that fluctuates 30 degrees. This is not Contrast Coffee Batch Brew!

THE FUTURE OF BATCH BREW

There are several companies that have developed new technologies in Batch Brewers. These brewers have the ability to be programmed for water temperature, pre-soak, timed settings, and extraction settings. They still take dedication to the craft to program correctly. Once they are dialed in they will remove the human error and should produce a more consistent cup of coffee. We currently use a FETCO XTS brew system at all of our locations. These machines are 100% programmable which insures the recipe is the same from shop to shop. We are able to modulate the specs of each brew and pass this information off to each location along with any wholesale partner who is using the same brewer.



One of the biggest trends in the industry is Cold Brew Coffee. Specialty Coffee Shops started this trend and major 2nd wave companies like Starbucks have picked it up.

Cold Brew Coffee has its origins in Japan. Kyoto-style coffee, named for its popularity in Kyoto, Japan, is the earliest record of cold-brew coffee. It's clear that the Japanese were brewing coffee this way in the 1600s, although the record prior to that is unclear. One suggestion speculates that the Japanese may have learned about it from Dutch traders, who would have used it as a way to make coffee that could be carried on their ships.

COLD BREW FLAVOR PROFILES

What makes Cold Brew Coffee different from traditional ice coffee or traditionally brewed coffee is its flavor. Since cold brew is just that, brewed cold, you get a different flavor profile. Hot water can bring out the more bitter and acidic flavors of coffee. Cold-brew consistently delivers a smooth-tasting iced coffee beverage. Based on the region your coffee bean originated from, you may get more sweet, fruity, or floral aromas and flavors. It generally has much more body and accentuates either the chocolate or caramel flavors of the coffee. Of course, coffee origin still plays a big part. However, the acidity found in a lot of African coffees is usually muted and the sweetness takes over.

Another big difference is the strength of the coffee. Because the coffee grounds steep in water for hours, the result is a highly concentrated coffee beverage. This solved the watered-down coffee problem we often face with iced coffee. Not only is the coffee strong, but so is the caffeine level. Because cold brew eliminated brewing with hot water, the coffee is able to retain more caffeine than traditional coffee.

COLD BREW BREWING METHOD

All of our shops use the Toddy Method of Brewing. The Toddy allows us to make 3 gallons of Cold Brew at a time. Each shop will use different coffees to offer a variety of experiences to their customers.

Cold Brew Recipe:

1. Toddy Brewer with special paper filter
2. Rinse the filter and place in the screen filter of the Toddy
3. Add 5lbs of Coffee Course Ground
4. Add 4 quarts of cold water and stir coffee slurry
5. Tie the top of the paper filter
6. Add an additional 10 quarts of cold water
7. Massage coffee in the water to make sure all the grounds are fully saturated
8. **Put in refrigerator** and set an alarm for a minimum of 18 hours and no more than 22 hours

9. When the alarm sounds, remove the screen filter with the paper filter. Press out the water from the filter over the Toddy.

10. Fill containers with cold brew and mark the date. **Store in the refrigerator.**

You must discard cold brew after 7 days



Here we have to make the observation that some people actually don't drink coffee! While this is hard to comprehend, it is undoubtedly true. So, what do we do? We Tea!

This isn't your Grandma's Lipton! Like everything else at Contrast, we do go above and beyond your normal tea experience. We do this while also recognizing we are not a tea company. So while we do tea great and go to great lengths to source the best, we are not a specialty tea company boasting 30 different teas from around the world.

RISHI TEA

We exclusively use Rishi Tea. Their commitment to offer the best teas and their commitment to sustainability and origin match our commitment to our coffee sourcing. For this reason, and the fact their tea tastes amazing, we use Rishi Tea.

In Rishi Tea's own words: "Rishi Tea was founded on the commitment to set the standard for quality and expand the awareness of tea and its rich, inspirational tradition. We offer superb loose-leaf tea imported directly from tea gardens across Asia, made according to ancient artisanal practices using organic cultivation techniques and Fair Trade standards. From our modest beginnings over ten years ago to becoming an established leader in the specialty tea market, our mission has never wavered."

WHAT TEAS WE CARRY

Traditionally Contrast Coffee carries 1 black tea, 1 green tea¹, 1 herbal tea and 1 white tea. We feel this offers a good variety without overstocking our shelves. We will also carry a seasonal offering from time to time when we discover a tea we feel falls in line with the season.

BREWING METHOD

We brew all of our teas on demand to order. We use Rishi Tea Simple Brew teapots. Most tea drinks are hot unless specified by the customer for iced. Because the teas can change throughout the year, your General Manager will inform the team on the proper dose, water temperature and time for each tea, as recommended by Rishi.

MATCHA

At Contrast Coffee we use Rishi's Sweet Matcha for our matcha offering. This is their organic Matcha mixed with pure cane sugar. This Matcha makes its way onto our menu in the form of our Matcha Latte. We use 1 Tablespoon of Matcha mixed with 2 ounces of water. We then stir the Matcha until dissolved creating 2 ounces of Matcha "espresso." We then proceed with our normal way of making a latte by steaming milk and pouring latte art in the cup.

WHY LOTUS

From Lotus: Lotus Plant Energy is based upon the lotus flower, the interconnection of mind, body and spirit. We embrace the power of vibrant color, taste and energy to evoke the senses to a feeling of happiness, harmony and balance. Our journey led us around the world to discover 7 of Earth's most powerful plants we used to create our proprietary formula we call PE7™ (Plant Energy 7).

We believe Lotus Plant Energy to be the best natural energy drink on planet Earth, to live life on a higher, more vibrant level!

Lotus PlanT Energy (PE7), is Lotus's proprietary blend of Earth's 7 power plants. Plants specifically formulated to provide balanced energy in the human system.

1. **COFFEE FRUIT (CASCARA):** We capture the nutritional powerhouse of coffee fruit (cascara), through a patented extraction/stabilization process, designed to preserve the amazing health benefits of the coffee cherry and deliver maximized levels of all natural (never roasted) coffee polyphenols.
2. **LOTUS FLOWER EXTRACT:** The Lotus Flower is a vasodilator that contains powerful antioxidants, B-vitamins, important for relieving stress, vitality, and elevating mood. The Lotus Flower is an iconic symbol of purity, enlightenment, self-regeneration, and rebirth.
3. **SCHISANDRA BERRY EXTRACT:** Schisandra Berry is an adaptogen known for increasing resistance to stress, increasing energy, physical performance and endurance. Also used for preventing early aging, and increasing lifespan, normalizing blood sugar, and blood pressure, as well as stimulating the immune system.
4. **GUAYUSA TEA:** Guayusa plant is a natural energy booster that is rich in antioxidants that can help promote weight loss, regulate blood sugar, and improve mood and alertness.
5. **NATURAL CAFFEINE FROM GREEN COFFEE BEANS:** Coffee beans are loaded with antioxidants and pharmacologically active compounds. Two of the most important ones are caffeine and chlorogenic acid.
6. **RHODIOLA ROSEA EXTRACT:** Rhodiola is an adaptogen that helps the body 'adapt to stress'. It's most commonly used for increasing energy, endurance, strength, and mental capacity. Known to help the body adapt to and resist physical, chemical and environmental stress.
7. **GREEN TEA EXTRACT:** Green Tea Extract contains EGCG which has been known to promote weight loss and improve body composition, blood sugar regulation, disease prevention, and exercise recovery. It can also help keep your skin and liver healthy, reduce blood fat levels, regulate blood pressure, and improve brain health.

LOTUS BUILD

Lotus Energy Drinks consist of as many as 2 parts to 6. Please consult the recipe section for each specific drink compilation.

Standard Mixed Lotus Drink Procedure:

Take the appropriately sized To-Go cup and fill completely with ice.

Next add the appropriately colored Lotus Base with the correct number of pumps to the cup of ice.

If PowerUp and Super Lotus Cream are needed, now is the time to add them to the cup.

If this is a plain lotus drink, Pure Michigan, skip the next step and proceed to step 4.

Next, add the correct number of pumps of the appropriate flavors for the size and specific drink.

Top the cup off with sparkling water.

Transfer the cup's contents to a mixing cup and then back into the original one. Only do this procedure fully 1 time, as doing this more will eliminate the CO2 and flatten the beverage.

Place the lid on securely and serve with a straw.

Layered Mixed Lotus Drink Procedure:

Take the appropriately sized To-Go cup and fill completely with ice.

Next add the appropriately colored Lotus Base with the correct number of pumps to the cup of ice.

Add the appropriate number of pumps of only 1 syrup (the color that will be on the bottom of the cup)

Add sparkling water to 2/3 full.

Transfer the cup's contents to a mixing cup and then back to the original one. Only do this procedure fully 1 time

In the mixing cup, add the correct number of pumps of the secondary syrup. Fill a mixing cup 1/3 full of sparkling water and mix the syrup and water together.

Gently add the mixed concentrate to the top of the beverage.

Place the lid on securely and serve with a straw.

Lotus Super Cream and Lotus Power UP



















Lotus Power UP contains 80ml of caffeine for every pump. We DO NOT place more than 4 pumps of Power UP into any drink.






Both add-ons are mixed in the beverage BEFORE sparkling water is added to the drink

This ensures both concentrates are mixed into the beverage properly.

Lotus Super Cream is always added as a 1/2 pump

Lotus Power UP is always added in at 1 pump intervals

BUILD	DESCRIPTION
<p>LATTE - HOT OR ICED SAUCES</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>1 PUMP - REGULAR 2 PUMPS - LARGE</p> </div> <div style="text-align: center;">  <p>DOUBLE SHOT</p> </div> <div style="text-align: center;">  <p>MILK OF CHOICE</p> </div> <div style="text-align: center;">  <p>ICE - IF ICED</p> </div> </div> <p>LATTE - HOT OR ICED SYRUPS</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>2 PUMPS - REGULAR 3 PUMPS - LARGE</p> </div> <div style="text-align: center;">  <p>DOUBLE SHOT</p> </div> <div style="text-align: center;">  <p>MILK OF CHOICE</p> </div> <div style="text-align: center;">  <p>ICE - IF ICED</p> </div> </div>	<p>ALWAYS muddle espresso (or H2O) with the flavoring to dissolve into a liquid base</p> <p>Regular: (10/12 oz.) 1 pump sauce, or 2 pumps syrup Milk: 6 oz. steams up to 8 oz. (+ 2 oz. espresso = 10 oz.) Regular cold to-go cups are 12 oz. For iced drinks, always add ICE LAST & and not over the ice machine</p> <p>Large: (16 oz.) 2 pumps sauce, or 3 pumps syrup Milk: 12 oz. steams up to 14 oz. (+ 2 oz. espresso = 16 oz.)</p>
<p>AMERICANO</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>HOT WATER</p> </div> <div style="text-align: center;">  <p>DOUBLE SHOT</p> </div> </div>	<p>Double shot of espresso OVER hot water. To-go orders should be double cupped and sleeved due to extreme heat Weigh & Time for best flavor</p>
<p>CAPPUCCINO</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>DOUBLE SHOT</p> </div> <div style="text-align: center;">  <p>4 OZ MILK</p> </div> </div>	<p>We serve ours as a traditional one size (6 oz.) Consists of a double shot of espresso with 4 oz. steamed milk (4oz. milk + 2 oz. espresso = 6 oz.)</p>
<p>CORTADO</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>DOUBLE SHOT</p> </div> <div style="text-align: center;">  <p>2 OZ MILK</p> </div> </div>	<p>Equal parts espresso & warm milk (steamed, but not frothed)</p>
<p>ALMOND MAPLE</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>R - 2 OZ MAPLE SYRUP L - 4 OZ MAPLE SYRUP</p> </div> <div style="text-align: center;">  <p>DOUBLE SHOT</p> </div> <div style="text-align: center;">  <p>ALMOND MILK</p> </div> <div style="text-align: center;">  <p>ICE - IF ICED</p> </div> </div>	<p>Maple syrup (2 pumps regular, 3 pumps large) espresso + mix well ALMOND MILK Ice if Iced</p>

BUILD	DESCRIPTION
<p>DIRTY SNOWBALL</p>  <p>ICE MILK 1 SCOOP PB 1 PUMP CARAMEL 1 PUMP MOCHA DOUBLE SHOT</p>	<p>Fill with ice to 16oz line then add milk to same line Add rest of Ingredients BLEND Serve in glass w/mocha drizzle</p>
<p>MAGIC MOCHA</p>  <p>MOCHA MAGIC SPICE ESPRESSO MILK ICE (IF ICED)</p>	<p>Mocha (1 pump regular, 2 pumps large) Magic spice (2 shakes regular, 3 shakes large) Espresso + mix Milk (latte style) Ice if iced</p>
<p>COOL SUMMER (MARQUETTE)</p>  <p>BLUEBERRY SYRUP ORANGE BITTERS ESPRESSO OAT MILK ICE (ALWAYS)</p>	<p>Blueberry syrup (2 pump regular, 3 pumps large) Orange bitters (2 dashes regular, 4 shakes large) Espresso + mix Oat Milk Always iced</p>
<p>SUGAR SHACK (IRON MOUNTAIN)</p>  <p>MAPLE SYRUP ESPRESSO MILK HIMALAYAN SALT</p>	<p>Maple syrup (2 pump regular, 3 pumps large) Espresso + mix Milk (latte style) Crack himalayan salt over top</p>
<p>THE RODEO (IRON RIVER)</p>  <p>ROOT BEER SYRUP ESPRESSO MILK ICE (ALWAYS)</p>	<p>Root beer syrup (2 pump regular, 3 pumps large) Espresso + mix Milk Always Iced</p>
<p>THE SISU (IRONWOOD)</p>  <p>WHITE MOCHA MACADEMIA NUT SYRUP SISU SPICE ESPRESSO MILK</p>	<p>White mocha (1 pump regular, 1.5 pump large) Macademia nut syrup (1 pump regular, 1.5 pumps large) Sprinkle sisu spice Espresso + mix Milk</p>

BUILD	DESCRIPTION
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TBD (NEGAUNEE)

SMOOTHIES



ICE




SMOOTHIE MIX




MILK

Fill with ice (12oz line small / 16oz line large)
 Pour equal amounts of smoothie mix and milk to reach the top of ice
 Blend

HOT CHOCOLATE



MOCHA



MILK

Muddle mocha with hot water (2 pumps regular, 3 pumps large)
 Steamed milk

CHAI LATTE



CHAI CONCENTRATE



MILK



ICE (IF ICED)

Mix equal parts chai and choice of milk
 Steam
 OR add Ice to top
 Sprinkle cinnamon on top

MATCHA LATTE



SWEET MATCHA POWDER



MILK



ICE (IF ICED)

Sweet matcha (1 scoop regular, 2 scoops large)
 add hot water and muddle
 Milk
 Ice If Iced

LOTUS



ICE



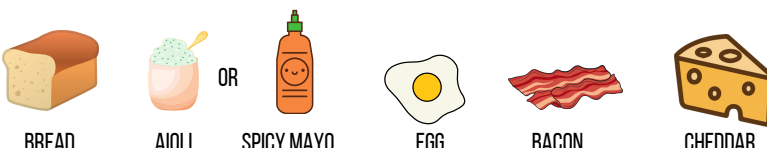
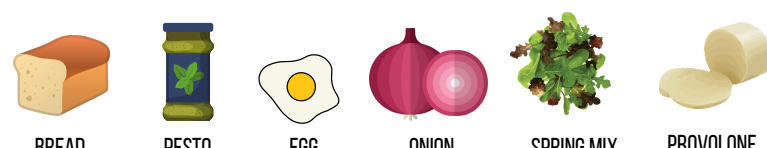
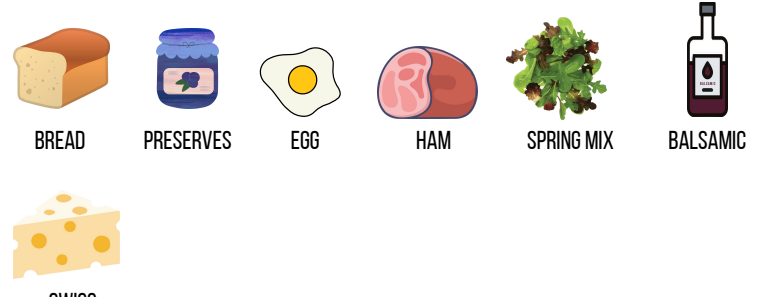


SYRUP































SPARKLING WATER

Fill cup with Ice
 Add lotus syrups (1 pump 16oz, 1.5 pumps 20 oz, 2.0 oz 24 oz)
 Fill to top with sparkling water
 Pour Into mixing cup
 Pour back Into original cup

BUILD	DESCRIPTION
<p>PACINO</p>  <p>BREAD AIOLI HAM PEPPERONI SALAMI</p> <p>SPRING MIX TOMATO PROVOLONE</p>	<p>Spread aioli on each piece of bread (10g total) Place 2 folded slices of ham on one side to fit (60g) Place 4 slices of pepperoni (18g) Place 4 slices of salami (18g) Place a pinch of spring mix (10g) Place 3 slices of tomato (33g) Place 2 slices of provolone (28.5g) Complete the sandwich and grill on press for about 4 minutes</p>
<p>GRISWOLD</p>  <p>BREAD AIOLI TURKEY BACON SPRING MIX</p> <p>TOMATO CHEDDAR</p>	<p>Spread aioli on each piece of bread (10g total) Place 4 folded slices of turkey on one side to fit (61g) Place 3 pieces of grilled bacon (23.5g) Place a pinch of spring mix (10g) Place 3 slices of tomato (33g) Place 2 slices of cheddar cheese (26g) Complete the sandwich and grill on press for about 4 minutes</p>
<p>ADRIANA</p>  <p>BREAD GROUND MUSTARD TURKEY ROASTED RED PEPPERS ONION</p> <p>SPRING MIX SWISS</p>	<p>Spread ground mustard on each piece of bread (10g) Place 4 folded slices of turkey on one side to fit (61g) Place a fork full of roasted red peppers (30g) Place a small pinch of red onion (5g) Place a pinch of spring mix (10g) Place 2 slices of swiss cheese (25.5g) Complete the sandwich and grill on press for about 4 minutes</p>
<p>MARILYN</p>  <p>BREAD SPICY MAYO CHICKEN ONION SPRING MIX</p> <p>TOMATO SWISS</p>	<p>Spread spricy mayo on each piece of bread (15g) Place about 5 pieces of grilled chicken on one side to fit (52g) Place a small pinch of red onion (5g) Place a pinch of spring mix (10g) Place 3 slices of tomato (33g) Place 2 slices of swiss cheese (25.5g) Complete the sandwich and grill on press for about 4 minutes</p>

BUILD	DESCRIPTION
<h3>THE MINER</h3>  <p>BREAD AIOLI OR SPICY MAYO EGG BACON CHEDDAR</p>	<p>Spread aioli or spicy mayo on each piece of bread (20g) Place 2 grilled eggs on one side to fit (2 patties) Place 3 slices of grilled bacon (24g) Place 2 slices of cheddar cheese (26g) Complete sandwich and grill on press for about 3-4 minutes</p>
<h3>THE LODGE</h3>  <p>BREAD PESTO EGG ONION SPRING MIX PROVOLONE</p>	<p>Spread pesto on each piece of bread (20g) Place 2 grilled eggs on one side to fit (2 patties) Place a small pinch of red onion (5g) Place a pinch of spring mix (10g) Place 2 slices of provolone cheese (26g) Complete sandwich and grill on press for about 3-4 minutes</p>
<h3>THE MONTE CRISTO</h3>  <p>BREAD PRESERVES EGG HAM SPRING MIX BALSAMIC</p> <p>SWISS</p>	<p>Spread preserves on one piece of bread (25g) Place 2 grilled eggs on that piece to fit (2 patties) Place 2 slices of ham (60g) Place a pinch of spring mix (10g) Drizzle balsamic on top of the spring mix (10g) Place 2 slices of swiss cheese (26g) Complete the sandwich and grill on press for about 3-4 minutes</p>
<h3>AVOCADO TOAST</h3>  <p>BREAD AVOCADO SALT AND PEPPER SPRING MIX TOMATO</p> <p>ONION FETA CHEESE BALSAMIC</p>	<p>Spread half an avocado on each piece of toast Crack salt and pepper on each piece Place a pinch of spring mix on each piece (5g) Place 2 slices of tomato on each piece (10g) Place a pinch of red onion on each piece (2.5g) Crumble up feta cheese on each side (5g) Drizzle balsamic glaze on top of both (5g)</p>
<h3>GARLIC HUMMUS TOAST</h3>  <p>BREAD PESTO GARLIC HUMMUS SPRING MIX FETA CHEESE</p>	<p>Spread pesto on each piece of toast (10g) Spread hummus on top of the pesto (27.5g) Place a pinch of spring mix on each side (2.5g) Crumble up feta cheese on each side (5g) Garnish the plate with 3 dots of pesto</p>

BUILD	DESCRIPTION
<h3>STRAWBERRY FIELDS</h3>  <p>CREPE BATTER</p>  <p>LEMON ZEST CREAM</p>  <p>STRAWBERRIES</p>	<p>Spin a crepe Spread one scoop of lemon zest cream (55g) Place a handful of strawberries (55g) Fold and garnish with powdered sugar</p>
<h3>BANANA HAZE</h3>  <p>CREPE BATTER</p>  <p>NUTELLA</p>  <p>BANANA</p>	<p>Spin a crepe Spread one scoop of Nutella (50g) Use 1/2 a banana and place banana slices (85.5g) Fold and garnish with powdered sugar</p>
<h3>BERRY WHITE</h3>  <p>CREPE BATTER</p>  <p>MASCARPONE CHEESE</p>  <p>PRESERVES</p>	<p>Spin a crepe Melt a small amount of mascarpone cheese (20g) Add one scoop of blueberry preserves (40g) Fold and garnish with powdered sugar</p>
<h3>ITALIAN JOB</h3>  <p>CREPE BATTER</p>  <p>GOAT CHEESE</p>  <p>HAM</p>  <p>PEPPERONI</p>  <p>SALAMI</p>  <p>SPRING MIX</p>  <p>BALSAMIC</p>	<p>Spin a crepe Crumble goat cheese (20g) Lay 1 piece of ham (30.5g) Lay 2 pieces of pepperoni (7g) Lay 2 pieces of salami (7g) Place a pinch of spring mix (10g) Fold and garnish with balsamic glaze</p>
<h3>GARDEN GNOME</h3>  <p>CREPE BATTER</p>  <p>GOAT CHEESE</p>  <p>MUSHROOM</p>  <p>SUNDRIED TOMATO</p>  <p>SPRING MIX</p>  <p>PESTO</p>  <p>BALSAMIC</p>	<p>Spin a crepe Crumble goat cheese (20g) Grill a mix of mushroom (13g) and sundried tomato (15g) and transfer to crepe Place a pinch of spring mix (10g) Fold and garnish with balsamic glaze</p>
<h3>RED ROOSTER</h3>  <p>CREPE BATTER</p>  <p>SWISS</p>  <p>CHICKEN</p>  <p>SPRING MIX</p>  <p>SPICY MAYO</p>	<p>Spin a crepe Place 1 piece of swiss cheese to melt (13g) Grill 4 pieces of chicken (40g) and transfer to crepe Place a pinch of spring mix (10g) Fold and garnish with spicy mayo</p>

BUILD	DESCRIPTION
<p>QUICHE</p> 	<p>Heat in microwave to your shop's standard Move to clean plate Drizzle balsamic reduction If requested</p>
<p>BAKED OATMEAL</p> 	<p>Heat in microwave to your shop's standard Add a small amount of slivered almonds and blueberries Place on serving tray with spoon and side of cold or steamed milk If requested</p>