### Controls and machine parts - set up

- Water tonk
- Green "ready" light
- Main switch
- Eliter holder mounting
- Coffee buffon
- 5 Steam button
- Steam arm
- Steam/hot water knob-
- Drip tray and grill

# Accessories

- Filter holder
- Diction.

BBI Course

Power cord

Woter frank funnel

Accessories box

# Set-up precoutions

Before setting up the machine, heed the following safety precautions:

- place the machine in a safe place;
- keep children away from the machine;
- do not place the machine on hot surfaces or near open flames.

The machine is now ready to be set up.

## Connection to the Power Supply

Electrical current can be dangerous, therefore the safety precautions must be sporously respected.

The express machine should be pugged into a suitable electrical outlet only.

Make sure the power of the electrical outlet corresponds to the power indicated on the rating plate of the machine.

Never use defective power cords or plugs. Defective parts must be replaced immediately by authorized service personnel. Warning! If an extension cord is used, make sure that if has a minimum diameter of 1 mm² and that if has a three-pote outel? plug.

The voltage of the machine has been set during production at the factory. Make sure that the voltage of the power mains corresponds to that on the rating plate underneath the machine.

Make sure that the main switch (3) is in the "0" position before plugging the machine into the electrical outlet.

### Packaging

The original box and packing materials have been constructed specifically to protect the machine during shipping. It is recommended to keep the box and packing materials for future shipping.

For your own safety and that of others, carefully heed all safety precoulions indicated on pages 22 and 23.

### Filling water tank

- Remove the drip tray (Y) and accessories box (11).
- E Remove the water tank by pulling it

our from the front of the machine.

- Rinse the tank and fill it with tresh water Avoid overfilling the tank.
- Replace the water tank. Make sure the water tube hangs straight into the tank. Do not bend the tube.
- Replace the drip tray (\*) and occessories box (12).

The water tank also can be filled without removing the tank.

Simply pour water into the water tank funnel (12).

Always fill water tank only with test, non-sparking water. Never fill with hot water or other liquids that could damage the tank.

Never use the machine without water Before turning the machine on, always make sure that the water tank is filed.

#### Priming the system:

Before the first use of the machine, after a prolonged period without use, whenever the water tank has run completely dry, or after drawing steam the system must be primed.

Direct the steam arm on the drip tray. Open the steam/hot water knob (6) until a steady steam of water is dispersed. Close the knob insert the filter holder (G) into the brew head (C) to pre-heat the filter holder. The machine is now ready to dispense coffee.

## Brewing espresso

Pres the man switch (3) and wait for the green light (2) to come on. This indicates that the machine has reached the proper temperature.

Put 1 or 2 doses of ground coffee in

the filter, without pressing it, in order to obtain 1 or 2 espresso servings.

With the special "Orema" (\$) filter holder supplied with the machine it is not necessary to change the filter for one or two servings.

insert the fifter holder into the brewhead, turning from left to right until it looks into place.

Release the handle of the filter holder. The filter holder will automatically move slightly to the left.

This movement guarantees the perfect operation of the filter holder.

Pace the one of two cups on the drip tray (\*) below the filter holder ensuring that they are correctly positioned under the coffee spouls.

Make sure that the green "ready" light (2) is on then press the coffee button (5).

When the cups contain the desired amount of coffee press the coffee button (\$) to stop the dispersing.

Wall a few seconds, then remove the filter holder and empty the used grounds.

Cleaning Nint keep the filter of the filter holder clean by removing it and washing it with water.

### Choosing the quality of the coffee

As a general rule of types of coffee on the market can be used, however, since coffee is a natural product and its flavor changes according to its origin and blend, it is advisable to try different types in order to find the one that best suits your personal tastes.

For the best results we recommend using a blend which is specifically prepared for respressio machines.

# **Starbucks Barista Customer Service Manual**

**Roman Wölfel** 

### **Starbucks Barista Customer Service Manual:**

EBK: Services Marketing: Integrating Customer Service Across the Firm 4e Alan Wilson, Valarie Zeithaml, Mary Jo Bitner, Dwayne Gremler, 2020-10-07 Successful businesses recognize that the development of strong customer relationships through quality service and services as well as implementing service strategies for competitive advantage are key to their success In its fourth European edition Services Marketing Integrating Customer Focus across the Firm provides full coverage of the foundations of services marketing placing the distinctive Gaps model at the center of this approach The new edition draws on the most recent research and using up todate and topical examples the book focuses on the development of customer relationships through service outlining the core concepts and theories in services marketing today New and updated material in this new edition includes New content related to human resource strategies including coverage of the role of robots and chatbots for delivering customer focused services New coverage on listening to customers through research big data netnography and monitoring user generated content Increased technology social media and digital coverage throughout the text including the delivery of services using mobile and digital platforms as well as through the Internet of Things Brand new examples and case studies added from global and innovative companies including Turkish Airlines Volvo EasyJet and McDonalds Available with McGraw Hill's Connect the well established online learning platform which features our award winning adaptive reading experience as well as resources to help faculty and institutions improve student outcomes and course delivery efficiency Customer Genius Peter Fisk, 2010-02-04 Hello I am your customer Do you see the world like I do It's simple really Start with me and everything else follows Together we can do extraordinary things Are you ready 10 building blocks 30 practical tools 50 inspirational stories From Amazon to Banyan Tree Quintessentially to Zipcars explore 50 of the world's leading customer businesses. The rise of Air Asia and the collaboration of Boeing the segmented focus of Club Med and the customer vision of Disney the imagination of Camper and the desire for the Nintendo Wii the realism of Dove and the tribal loyalty of Harley Davidson The genius of a customer centric business is that it works from the outside in It attracts serves and retains the best customers as its route to profitability and growth Isn t it about time you started doing business from the outside in How to Spot the Next Starbucks, Whole Foods, Walmart, Or McDonald's BEFORE Its Shares Explode Mark Tier, 2017-08-08 A low risk investment you can pretty much buy and forget until you want to retire to florida or the south of France Marketing Genius Peter Fisk, 2009-08-20 The little black book of marketing is here Marketing guru Peter Fisk's inspirational manual of marketing shows you how to inject marketing genius into your business to stand out from the crowd and deliver exceptional results Marketing Genius is about achieving genius in your business and its markets through your everyday decisions and actions It combines the deep intelligence and radical creativity required to make sense of and stand out in today s markets It applies the genius of Einstein and Picasso to the challenges of marketing brands and innovation to deliver exceptional impact in the market and on the bottom line

Marketers need new ways of thinking and more radical creativity Here you will learn from some of the world s most innovative brands and marketers from Alessi to Zara Jones Soda to Jet Blue Google to Innocent Peter Fisk is a highly experienced marketer He spent many years working for the likes of British Airways and American Express Coca Cola and Microsoft He was the CEO of the world's largest professional marketing organisation the Chartered Institute of Marketing and lead the global marketing practice of PA Consulting Group He writes and speaks regularly on all aspects of marketing He has authored over 50 papers published around the world and is co author of the FT Handbook of Management Marketers who want to recharge their left and right brains can do no better than read Marketing Genius It s all there concepts tools companies and stories of inspired marketers Professor Philip Kotler Kellogg Graduate School of Management and author of Marketing Management A fantastic book full of relevant learning The mass market is dead The consumer is boss Imagination intuition and inspiration reign Geniuses wanted Kevin Roberts Worldwide CEO Saatchi Saatchi and author of Lovemarks This is a clever book it tells you all the things you need to think know and do to make money from customers and then calls you a genius for reading it Hamish Pringle Director General of Institute of Practitioners in Advertising and author of Celebrity Sells This is a truly prodigious book Peter Fisk is experienced urbane and creative all the attributes one would expect from a top marketer The case histories in this book are inspirational and Peter's writing style is engaging and very much to the point This book deserves a special place in the substantial library of books on marketing Professor Malcolm McDonald Cranfield School of Management and author of Marketing Plans Customers brands and marketing should sit at the heart of every business s strategy and performance today Marketing Genius explains why this matters more than ever and how to achieve it for business and personal success Professor John Quelch Professor of Business Administration at Harvard Business School and author of New Global Brands Marketing Genius offers marketers 99% inspiration for only 1% perspiration Hugh Burkitt CEO The Marketing Society Leading the Starbucks Way: 5 Principles for Connecting with Your Customers, Your Products and Your People Joseph A. Michelli, 2014 Offers five principles that have fueled the long term global sustainability at Starbucks and can be applied to any company **The Power of Habit** Charles Duhigg, 2012-02-28 Groundbreaking new research shows that by grabbing hold of the three step loop all habits form in our brains cue routine reward we can change them giving us the power to take control over our lives We are what we repeatedly do said Aristotle Excellence then is not an act but a habit On the most basic level a habit is a simple neurological loop there is a cue my mouth feels gross a routine hello Crest and a reward ahhh minty fresh Understanding this loop is the key to exercising regularly or becoming more productive at work or tapping into reserves of creativity Marketers too are learning how to exploit these loops to boost sales CEOs and coaches are using them to change how employees work and athletes compete As this book shows tweaking even one habit as long as it s the right one can have staggering effects In The Power of Habit award winning New York Times business reporter Charles Duhigg takes readers inside labs where brain scans record habits as they flourish

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stories and a focus on non dominant populations Rather than introducing students to theory and history at the beginning of the text the book integrates the necessary information throughout to keep students engaged **Daily Labor Report** Thor Ramsey's Total Money Meltdown Thor Ramsey, **If We Can Put a Man on the Moon--** William D. Eggers, John O'Leary, 2009 Six American flags stand on the moon irrefutable proof of government s ability to overcome difficult challenges Yet evidence of failure surrounds us from the devastation of Hurricane Katrina to the 2008 09 economic meltdown to the chronic dysfunction of our urban schools William D Eggers and John O Leary argue that playing the blame game is an exercise in futility In If We Can Put a Man on the Moon they go beyond partisan squabbles to take a look at the process by which government tackles its biggest challenges Based on a review of over seventy five government undertakings in the United States and abroad Eggers and O Leary pinpoint what it takes to successfully bring a public sector initiative from great idea to desired results They distill this Journey to Success into a practical set of steps that every public initiative must go through to deliver on its promise Book Jacket The Hotel Mogel Larry Mogelonsky, Adam Mogelonsky, 2018-08-29 The Hotel Mogel is the fifth anthology book in Larry Mogelonskys series following The Llama is Inn 2016 Hotel Llama 2015 Llamas Rule 2013 and Are You an Ostrich or a Llama 2012 Together they give a detailed picture of the present hotel business landscape outlining how to best navigate new technological issues shaping our industry in addition to the need for a perpetual commitment to exceptional service All five books draw from Larrys and also now Adams extensive experience in the field as well as the prudence of other senior managers and corporate executives active in the hospitality industry Offering creative and effective solutions to todays problems this collection will give you the tools you need to thrive in the modern hotel world The Performative State Iza Yue Ding, 2022-09-15 What does the state do when public expectations exceed its governing capacity The Performative State shows how the state can shape public perceptions and defuse crises through the theatrical deployment of language symbols and gestures of good governance performative governance Iza Ding unpacks the black box of street level bureaucracy in China through ethnographic participation in depth interviews and public opinion surveys She demonstrates in vivid detail how China's environmental bureaucrats deal with intense public scrutiny over pollution when they lack the authority to actually improve the physical environment They assuage public outrage by appearing responsive benevolent and humble But performative governance is hard work Environmental bureaucrats paradoxically work themselves to exhaustion even when they cannot effectively implement environmental policies Instead of achieving performance legitimacy by delivering material improvements the state can shape public opinion through the theatrical performance of goodwill and sincere effort The Performative State also explains when performative governance fails at impressing its audience and when governance becomes less performative and more substantive Ding focuses on Chinese evidence but her theory travels comparisons with Vietnam and the United States show that all states democratic and authoritarian alike engage in performative governance *Inarticulate Speech of the Heart* 

Larry J McCloskey, 2021-01-07 For 40 years Larry McCloskey has had the privilege of working with persons with disabilities He applied for a job which grew into a profession which because of the people became a welcomed vocation The people in this account might be regarded as common or even unexceptional by modern celebrity culture but to the examining mind they are really quite astonishing Here Larry reveals that the most spectacular lives those that can best instruct us on how to live life well regardless of circumstance tend to pass quietly and unnoticed by the distracted majority Inarticulate Speech of the Heart winner of the Word Guild Best Manuscript Award exposes the deeper meaning in people s lives beyond the material world restrictions and trendy nihilistic thinking Character Larry asserts is determined by how we play the cards we have been dealt and in this book he attempts to articulate what can only be characterized as the inarticulate speech of its characters perfect but wounded hearts Prepare to be astonished and affected profoundly Winner of the 2020 Word Guild Best New Manuscript Award Strategic Management Tools Dr. Abdul Razak, Dr. S. Pardhasaradhi, 2021-10-12 The book helps investors managers and decision makers in their assessment of investment targets in the industry and helps managers to identify select implement and integrate the optimal tools to improve the organization s performance for strategic planning and strategy formulation The book also helps to understand investor perceptions and is based on the Strategic management tools with the case studies of the companies like Tata Starbucks for Strategic alliances Flipkart for e tailing McDonalds for Franchising and TCS for Generic Strategies The author has explained how the companies are able to create the brand image and customer loyalty in the internet world This book helps the managers and decision makers in using Strategic management tools and techniques in the growth of the organization and the case studies are used to explain each tool K. P. Jaheer Mukthar, Rosario Mercedes Huerta-Soto, Vishal Jain, Edwin Hernan Ramirez-Asis, 2025-08-29 This book explores the transformative intersection of AI and Fintech It encompasses an in depth analysis of how AI is reshaping the financial industry revolutionizing traditional practices and paving the way for innovative solutions It provides understanding of the symbiotic relationship between AI and Fintech offering insights into the current state future potential challenges and ethical considerations within this dynamic landscape It addresses critical ethical considerations surrounding AI and Fintech fostering a dialogue on responsible AI integration and data privacy Features Explains how AI is being used to automate tasks improve efficiency and reduce costs in the financial industry Covers improvement of risk management and fraud detection Includes the development of new financial products and services such as robo advisors and cryptocurrency trading platforms Explores the potential impact of AI on the financial industry both positive and negative Discusses the ethical implications of using AI in the financial sector This book is aimed at researchers and professionals in computer engineering AI and Fintech

The Basics of Business Start-Up Alexandrina Pauceanu, 2025-09-10 The Basics of Business Start Up outlines the entrepreneurial journey from inception to start up Starting from the basic concepts and working through the start up process step by step the book is an indispensable guide both for would be entrepreneurs and students on entrepreneurship small

business courses Key features of this book include A step by step sequential approach detailing the typical entrepreneurial journey Non technical introduction to the basic business functions including budgeting accounting marketing and more A readable and accessible beginner s guide to entrepreneurship and business start up Written in a refreshingly personal style this concise guide is the perfect starting point for anyone seeking to put their entrepreneurial ambitions into action

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