

GETTING THE MOST OUT OF YOUR SANTA LUCIA COFFEE PROGRAM



A training manual created specifically for Santa Lucia Customers

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YOUR INTRODUCTION TO SANTA LUCIA ESTATE COFFEE

One of Washington DC's original local and sustainable Coffee Companies, Santa Lucia Estate Coffee has set the standard for a Premium, Farm Direct program in our industry. Driven with our passion to bring the very best Coffee to the table, we have provided Chefs, Restaurateurs and Catering Companies our sustainable, High Mountain, Shade Grown, Hand Picked and Hand Sorted Arabica Coffee beans from Nicaragua since 1994.

With NO middleman Santa Lucia is a fully integrated company that has always gone directly to the source. Our entire production comes from altitudes of 5,000 feet high in the beautiful high green mountains and rainforests of Nicaragua. With our hand on relationship at the field we are able to offer consistency and guarantee the best beans available all year long. After the beans are roasted they travel to our warehouse and then to our customers, there is no unknown. Aside from being grown in the high mountains and rainforests of Nicaragua We have always given back to the Coffee farmers and their families and supported forest and wildlife conservation. It's great to be as proud as we are of the sustainable product we provide.

Acclaimed by Wine Spectator for our "rich earthy chocolate balanced by good acidity". Our Coffee beans are known for their pure flavor, great aroma, body and delicate tones. We take the 20-25% best beans available from our farmer's limited production and use them for our Coffee Program. Our beans are selected by their size, equal shape and humidity and are the strongest beans of the farm which hold up best to processing, roasting and final brewing.

KNOW YOUR COFFEE EQUIPMENT

You have been provided additional machine specific information that will show you all you need to know about your current coffee equipment and how to maintain it properly.

Basic Troubleshooting and FAQ (Standard Coffee Equipment)

Q: The coffee machine is not brewing enough coffee (short potting)
A: Check to see if your spray head is clogged with coffee oils grounds or calcium lime, clean using supplied instructions

Q: The coffee machine is not turning on
A: Check to see if circuit breaker has been tripped, also check to make sure plug is plugged in and power button is turned on

Q: Parts of the coffee grounds are not wet and coffee tastes strange
A: Check to see if your spray head is clogged with coffee oils grounds or calcium lime, clean using supplied instructions

Q: The coffee machine is brewing too much coffee (over flowing)
A: Check to see if your spray head has been lost, if you have a spear replace it and try to brew again into empty container.

Q: The coffee machine is not brewing or filling up
A: Check to see if the water line is turned off

Q: Leak from the connection in the back of the machine
A: Machine may have been moved causing stress on fitting, reposition and tighten hose connection on fitting

Basic Troubleshooting and FAQ (Espresso Equipment)

Q: Espresso machine is not heating but is on and dispenses water
A: Check to see if your machine is in the heated position or #2 position on the power switch

Q: The espresso machine is not turning on
A: Check to see if circuit breaker has been tripped, also check to make sure plug is plugged in and power button is turned on

Q: Espresso drink isn't producing creamy head (ground espresso)
A: Make sure your using the correct dose and tamp grounds firmly

Q: The machine is heating but no or little steam is coming from steamer
A: Check to see if your steamer is clogged, unclog steamer holes

Q: The espresso machine is not brewing or filling up
A: Check to see if the water line is turned off

Q: Leak from inside of the machine
A: Check your drain to make sure it's not clogged and over flowing

KNOW YOUR COFFEE AND DRINKS

SANTA LUCIA AMERICAN COFFEE ROASTS

Santa Lucia Estate Classic Roast

A medium roast that is subtle and spicy with delicious chocolaty finish



Santa Lucia Estate 2014 Blend

Deeper and more intense but with subtle mellow undertones and smoothness



Santa Lucia Estate Decaf

A flavorful medium roast decaf using a fresh mountain water process



Santa Lucia Estate Vienna Roast

A darker roast which leaves a chocolate aroma, earthiness and sweet clean coffee finish



Santa Lucia Estate Washington Blend

Santa Lucia beans with Indonesian Sumatra-earthy and bright



COFFEE SPEAKING NOTES

Origin of Coffee: Central America; Nicaragua

Altitude Beans Grown in: 4500 – 5000 Feet

Santa Lucia Corporate Location: Montgomery County MD, local

Quality: Highest quality beans available from each crop, farm direct

Bean type: 100% Arabica

The Farm: We support the farmers and the land they work

Company Established: 1994

How is it Transported: Donkey, boat, truck to your cup

TYPES OF ESPRESSO DRINKS

By definition, espresso is relatively simple: 1 ounce of coffee beverage made from 7 grams of ground beans, brewed at 9 bar of pressure (130 psi) at roughly 200 degrees F. Plus or minus. Espresso is both brewing process and beverage invented by the Italians in 1884, its name implying speed and singularity of purpose and traditionally you drink it quickly. Below are a few examples of espresso drinks that you be asked to create.

ESPRESSO



One shot of espresso prepared with 7 grams of ground coffee in a single portafilter. The shot should be 1 ounce of liquid. You have two choices with espresso: ristretto, a very short or “restrained” shot, brewed at less than 2/3 of a demitasse, or lungo, a long pull of espresso brewed so the liquid should be more than 2/3 of a demitasse.

DOUBLE ESPRESSO



Two shots of espresso prepared with 14 grams of ground coffee in a double portafilter. The double espresso shot should be about 1.5 ounces.

A double espresso is a more concentrated shot with a thick, rich crema. It can still be made ristretto or lungo.

ESPRESSO MACCHIATO



Single espresso with a touch of foam. Macchiato means spotted or stained; the espresso is "stained" with foam. This can be made as a single or a double.

CAPPUCCINO



Made in thirds — 1/3 espresso, 1/3 steamed milk, 1/3 foam. This is a very traditional way of making cappuccino. The milk should appear glassy, smooth, shiny and with no visible bubbles. The milk and foam should be blended or mixed to create a thick, creamy texture. Pull double shots for this drink.

DRY CAPPUCINO



Same as cappuccino, except there's more foam to steamed milk in this ratio. Even though it is a foam-heavy drink, you are still looking to obtain the same creamy, glassy texture as a traditional cappuccino. Pull double shots for this drink.

CAFE LATTE



1/3 espresso, 2/3 hot milk, thin layer of foam. A cafe latte should have the same glossy finish as the cappuccino. This is pulled with a double shot.

AMERICANO



A touch of hot fresh water and a double shot pulled long. This creates a nice bold, strong coffee taste. The espresso shot is pulled atop the hot water to ensure the consistency of the crema.

CAFE MOCHA



1/3 espresso, 1/6 cocoa, 1/3 milk, 1/6 foam. Cocoa is the first layer, and then you pull the double espresso shot. Then steam the milk to the consistency of a cafe latte. Pull double shots for this drink.