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# Introduction and Welcome to Espresso Yourself!

## About this Handbook

### What this Handbook Is

Your Espresso Yourself! Employee Handbook is a resource for company history and knowledge, procedures, policies, and benefits. The handbook helps you understand what to do, when to do it, and who to talk to about it. It is frequently updated, which is why your copy is in a ring binder—it’s easier to swap out pages when a revision or addition is made.

### What this Handbook is Not

This Handbook is not a legal or binding contract or agreement of any kind between Espresso Yourself! and you. Signing the statement that you have read and understood what’s in the handbook does not mean you have entered into any contract or agreement with Espresso Yourself!.

Revisions to the Handbook

Revisions to the handbook will appear first online at the intranet news blog. Revisions will be printed and made available to anyone who asks for them. This handbook also resides on the company intranet (saves a lot of paper and time this way). You will find it on the intranet at <http://internal.esspressoyourself.com/handbook>.

# Statement of Equal Opportunity Employment

We really believe in this stuff, but our lawyers wrote it, so it sounds like lawyers.

## Espresso Yourself! Equal Opportunity Employment Statement

Espresso Yourself! is an Equal Employment Opportunity Employer. The policy of Espresso Yourself! is to affirm and dedicate itself to a primary principle of affirmative action and non-discrimination. To this end, Equal Employment Opportunity is a policy required in actions of recruitment, employment, transfers, promotions, compensation, benefits, and other terms and conditions of employment. Espresso Yourself! does not discriminate on the basis of race, sex, sexual orientation, religion, color, national origin, age, disability, disabled veteran or Vietnam Era veteran status.

Espresso Yourself! will make efforts to assure that all building and purchase contracts are with firms or contractors subscribing to Equal Employment Opportunity Regulations. It is the intent of Espresso Yourself!, consistent with this policy of Equal Employment Opportunity, to be fair and impartial in all of its relations with employees and to recognize and respect the individual. In furtherance of this policy, Espresso Yourself! maintains an environment insuring utilization and reward of the individual employee’s effort, achievement, and cooperation.

Espresso Yourself! will afford each and every employee impartial treatment and a fair opportunity for advancement without prejudice in the organization as the employee’s ability and performance warrant and as vacancies occur. All administrative, management and supervisory personnel provide leadership in support of this policy.

# About Espresso Yourself!

## Our Mission

Our mission at Espresso Yourself! is to be the ultimate café experience by serving high quality coffee and other beverages and light fare in a fun, friendly, and comfortable atmosphere.

## Our History



Figure 1: The first Espresso Yourself! Cafe

Espresso Yourself! was started by a world-travelling woman with a dream. Michiko Watanabe was born in Osaka, Japan. As a teenager, she travelled the world and fell in love with the wonderful foods and drinks of the different countries of Europe. But she especially loved Italy, with its finely tuned appreciation for coffee in the form of espresso and Cappuccino. She loved the cozy cafés with their ornate, gilded espresso machines. The seed of a dream was planted in the bustling, winding streets of Rome.

Figure 2: Michiko Watanabe, CEO of Espresso Yourself!

When Michiko travelled to America, to go to school to be a *restaurateur*, she got a taste of the freedom of the marketplace. She knew that the best place to start her dream of her own café was in the land of opportunity, so she stayed in America, eventually becoming a citizen. Shortly after graduating from the New England Culinary Institute, Michiko worked for years in various cafés in the Pacific Northwest, the birthplace of America’s coffee renaissance. Finally, she was ready to open her own café.

The first Espresso Yourself! opened its doors in 2004, and has become a community staple. Michiko began to envision an operation larger than a single café, but much smaller than a national chain. In 2006, she began to seek investors to capitalize a new project: the opening of four more cafés in the same general region. This would make Espresso Yourself! big enough to enjoy some of the same advantages as larger chains, but still small enough to remain manageable and friendly, with a local feel.

And now, you are part of this story. As an Espresso Yourself! employee, you will continue to help tell the tale that began as one world traveler began with a single vision of great coffee in a cozy café. Who knows what will happen next in the story? You will help write what comes next!

# Employment Eligibility and Status

## Employment Eligibility

### Age

You must be at least 16 years old to work at Espresso Yourself!.

### Citizenship/Legal Status

You must be a legal resident of the United States or be a naturalized citizen.

### Relationships to Current Employees

Referrals are a great way to hire talented employees, but you cannot work for Espresso Yourself! with another person if any of the conditions below apply:

* A person is in your family by marriage or by biological relations works for Espresso Yourself!
* A person has lived with you at the same residence/address for more than 6 months works for Espresso Yourself!

## Part-time Work

You are considered a regular part-time employee if you work aregular schedule of less than 40 hours per work week. As a regular, part**-**timeemployee working 20 hours or more per week, you are eligible for some benefits.

## Full-time Work

You are considered a regular full-time employee if you are normallyscheduled to work a regular work week of 40 hours. As a regular, fulltimeemployee, you are entitled to full benefits.

## Overtime Work

If you are a regular full-time employee and you work more than 40 hours in a work week, you will receive overtime pay at the rate of 1.5 times your normal pay rate.

## Trial Period

During the first 90 days of your employment with Espresso Yourself!, you are on probation. This means that even if you work full-time, you do not yet receive any benefits nor do you accrue any leave time. At the end of the trial period, your performance will be evaluated. A successful evaluation will allow you to continue your employment with us. An unsuccessful evaluation can result in two outcomes:

1. Immediate termination of employment
2. An extension of the trial period, during which your performance will be monitored for improvement

A trial period can only be extended once.

# Work Information and Guidelines

## Breaks

### Breaks for 5-hour Shifts

A shift of 5 hours allows for one meal period break of 30 minutes. You are paid during this break time, so do not clock out.

### Breaks for 8-hour Shifts

A shift of 8 hours allows for two 15-minute breaks and one meal period break of 30 minutes. You are paid during these break times, so do not clock out.

## Time Keeping

### Beginning Your Shift

You may not begin your shift any more than 5 minutes ahead of or after your shift start time. To start your shift, simply swipe your employee badge in the time clock. Be ready to work when you swipe your card. You must arrive in time to be prepared to begin working immediately after you clock in.

### Ending Your Shift

Although your shift ends at a specified time, always check with your supervisor before clocking out. Do not clock out without your supervisor knowing about it. Unless you are a full-time employee, you cannot stay beyond your stated shift time any later than 5 minutes. It may be possible in certain circumstances for you to end your shift before its stated end time, but only with supervisor approval. To clock out, swipe your employee badge through the time clock a second time (the first time was when you started your shift).

## Pay Periods/Pay Day

You are paid on the 1st of the month, or the nearest weekday prior; and on the 15th of the month, or the nearest weekday prior. There is a one-pay period delay from the end of the pay period to when you receive your paycheck.

## Attendance & Punctuality

### Punctuality for your Shift

You are expected to be ready to start working as soon as you clock in for your shift. Your clock in and clock out times are recorded electronically. If you clock in or out at variance with the guidelines specified above under “Time Keeping” more than three times, your supervisor will be notified and you will be issued a warning. Your punctuality is vital to the well-being of your coworkers and to the smooth operation of Espresso Yourself!.

### Meeting Attendance

Once per month, each Espresso Yourself! café will hold an employee meeting. Your attendance is mandatory. Even if you do not participate in the meeting (although we value it highly), you still need to stay informed of what’s going on where you work.

## Performance Appraisals

### Trial Performance Evaluation

At the end of your trial period, either as a new hire or because of an extension of your first trial period, your performance will be evaluated. You are paid for the evaluation meeting, which you are required to attend with your supervisor.

### Ongoing Performance Evaluations

After you pass your trial period evaluation, you will be evaluated every 9 months by your supervisor and your coworkers. You will be evaluating your coworkers, too, as well as your supervisors, when their evaluations are due. Evaluations are not anonymous. We believe in transparency and accountability at Espresso Yourself!. You will know how others evaluate your performance, and others will know how you evaluate their performance.

# Café staff organization

Below you will find a diagram that shows how the various positions in a café work together to smoothly run an Espresso Yourself! café.

# Keeping Informed about Espresso Yourself! News & Announcements

In today’s internet-connected world, many people like to get news and announcements via means other than email. At Espresso Yourself!, we prefer to have news announcements disseminated in a manner that involves the least amount of network storage and traffic. We also strive to cut down on confusion. To this end, we’ve centralized our news and announcements updates on the Espresso Yourself! News Blog. You will not be receiving news in email form. You will read it on the Espresso Yourself! Intranet website (the home page of your web browser when at work) or you can receive the news posts as RSS feeds, or news feeds, in Microsoft Outlook 2007.

## Add the company blog news feed to your RSS feeds in Outlook

1. Click on “RSS Feeds” in the Mail Folders
2. When a message appears about Microsoft feeds click No
3. The RSS directory will appear in the Outlook reading pane
4. Right-click on the RSS Feeds icon in the Mail Folders
5. From the popup menu choose “Add a New RSS Feed”
6. Type: <http://espressoyourself.com/feed/> in the box that appears

## Add the company blog news feed to your RSS feeds in Internet Explorer 7

1. Launch Internet Explorer 7
2. The Espresso Yourself! intranet home page should be your browser’s default start page
3. On the right side of the toolbar, after the home button (looks like a little house), is the button to subscribe to RSS feeds
4. Just click the feeds button to subscribe to the feed.

# Espresso Yourself! Coffee Drink Descriptions

We have but one goal, one passion, when it comes to making coffee at Espresso Yourself! and that is to do it in a traditional way that doesn’t cut corners. In other words, we make coffee that would make an Italian smile.

~ Michiko Watanabe  
CEO, Espresso Yourself!

## Espresso

### Espresso

Two-thirds of a demitasse of espresso coffee, usually drunk with sugar.

### Espresso Romano

Espresso served with a twist of lemon on the side.

### Espresso Ristretto (Short)

The restricted or short espresso carries the "small is beautiful" espresso philosophy to its ultimate: The flow of espresso is cut short at about 1 1/4 ounces or one-half of a demitasse, producing an even denser, more perfumed cup of espresso than the norm.

### Espresso con Panna

A single or double serving of espresso topped with whipped cream in a 6-ounce cup, sprinkled with a dash of unsweetened cocoa powder.

### Double Espresso

3 to 5 ounces of straight espresso, made with twice the amount of ground coffee as a single serving.

### Americano

A single serving of espresso with hot water added to fill a 6-ounce cup. The Americano allows a regular 1 1/4-ounce serving of espresso to preserve its integrity and perfume, while stretching it to 5 or 6 ounces by adding the hot water.

### Depth Charge

A cup of drip coffee with a single shot of espresso dropped into it. Definitely a stealth drink.

## Cappuccino

### Cappuccino

One serving of 2 ounces of espresso topped by hot milk and froth. Good cappuccino consists of about one-third espresso, one-third milk, and about one-third foam, in a heavy 6-ounce cup. At Espresso Yourself!, we make Cappuccino like it’s done In Italy: the milk is not frothed as thoroughly as in most places in the United States. This creates a richer, more soupy foam that comingles with the espresso, rather than floating on top of it, as is often the case with the lighter, drier froth typical of other American cafés. Some people refer to this as “wet” and a lighter, frothier foam as “dry.”

### Double Cappuccino

3 ounces of uncompromised espresso, brewed with double the usual amount of ground coffee, topped with 3 to 5 ounces of hot milk and froth, with emphasis on the froth. Served in an 8-ounce cup. Other coffee places do not double the amount of espresso grounds, they just force twice as much water through one serving of grounds, which makes for a bitter, watery drink.

### Triple Cappuccino

Simply three cappuccinos, usually served in a 12-ounce mug or 16-ounce glass, made with three doses of ground coffee.

## Caffe Latte

### Caffe Latte

One or two shots of espresso and about three times as much hot milk, in a big bowl or wide-mouthed glass, topped with a short head of froth. Caffe latte has a greater proportion of milk to coffee than a cappuccino does, and tastes weaker and milkier. The milk and coffee should be poured simultaneously, from either side of the bowl or glass.

### Double Caffe Latte

The amount of ground coffee is doubled and the amount of coffee brewed is doubled. The amount of hot milk and froth remains enough to fill a 16-ounce glass. As with the single caffe latte, the head of froth should be modest, and the drink still relatively milky.

### Triple Caffe Latte

See above. Simply a very strong caffe latte, made with three servings of espresso brewed with a triple dose of ground coffee, together with enough hot milk and froth to fill a 16-ounce glass.

### Mocha Latte

A taller, milkier version of the classic mocha (see above). One part properly strong espresso, one part properly strong chocolate, and three parts milk and froth. This drink is milkier, taller, and more muted than the classic mocha, but still rich enough to satisfy.

## Macchiato

### Espresso Macchiato

A serving of espresso "stained"' (macchiato) with a small quantity of hot, frothed milk. Served in the usual espresso demitasse.

### Latte Macchiato

A glass filled with hot frothed milk, into which a serving of espresso has been slowly dribbled. The coffee colors, or stains, the milk. The espresso is poured into the milk and froth, creating a layered effect as viewed through the serving glass. This drink is presented with a relatively short head of froth.

## Regional

### Caffe Mocha

One serving ( 1 1/4 ounces) of espresso, mixed with about 2 ounces of very strong hot chocolate, topped with hot frothed milk. The milk is added last, and it is usually served in an 8-ounce mug. With a classic mocha the hot chocolate is made very strong, so it can hold its own against the espresso and milk. Other cafés in America simply add chocolate fountain syrup to a caffe latte and call it a Mocha. Not Espresso Yourself!! We do it the more traditional way—you can taste the difference.

### Café Au Lait

A drink made with about half American-roast, filter coffee, and about half hot milk and froth, usually served in a 12- or 16-ounce glass or bowl. The proportion of coffee to milk has to be larger than with the espresso-based caffe latte, because American filter coffee is so delicate in flavor and light in body compared to espresso.

## Iced

### Iced Cappuccino

Made with a single or double serving of freshly brewed espresso poured over crushed ice, topped with an ounce or two of cold milk, then some froth (not hot milk) from the machine to top it off. This drink should always be served in a glass. The triple contrast of coffee, milk, and froth, all bubbling around the ice, makes a pleasant sight on a hot day.

### Espresso Granita

Traditional Italian-American granitas are made by freezing strong, unsweetened or lightly-sweetened espresso until it is slushy, removing it from the freezer, mixing it, putting it back in the freezer again, and repeating this process until a wonderfully grainy consistency is achieved. This strong, dark icy stuff is served in a parfait glass or sundae dish topped with lightly sweetened whipped cream.

### Granita Latte, Granita

The granitas now popular in the United States are tall blender drinks that combine espresso, milk, sugar, and sometimes vanilla. The best are made fresh on demand in a commercial blender, and that’s how we do it at Espresso Yourself!. Icy cold but laced with the perfume of just-brewed espresso, these are wonderfully refreshing during hot weather.

# Espresso Yourself! Menu

**Drink Price Single/Double**

**Espresso $1.84/$2.24**

**Espresso con Panna $1.94/$2.34**

**Americano $1.92/$2.32**

**Depth Charge $2.12/$2.44**

**Cappuccino $2.64/$3.14**

**Caffe Latte $2.64/$3.14**

**Mocha Latte $2.94/$3.49**

**Espresso Macchiato $1.69/$1.99**

**Latte Macchiato $2.69/$2.99**