

ONLINE COURSE

BARISTA INTERMEDIATE

BY MIKAEL JASIN, WORLD BARISTA CHAMPION

LESSON 2: BARISTA TOOLS AND PROFESSIONAL STANDARDS

A skilled barista knows how to get the best out of every tool available to them. They also understand that great coffee service is not only about what is in the cup, but also about the customer's experience.

Barista Tools for Consistency

- o **Scales:** Digital coffee scales measure your dose and yield to a tenth of a gram, ensuring every shot is consistent. Inconsistent dosing is one of the fastest ways to ruin espresso quality.
- o **Timers:** Many scales include a timer, but having a dedicated timer can help you measure brew time precisely, especially when adjusting recipes.
- o **Distribution tools:** Tools such as the **Weiss Distribution Tool (WDT)** break up clumps in the coffee bed before tamping, reducing the risk of channeling.
- o **Tampers:** A flat, well-fitted tamper ensures an even surface for extraction. Some tampers are calibrated to apply consistent pressure, removing guesswork.
- o **Levelling tools:** These smooth the surface of the coffee bed before tamping, promoting even water flow.
- o **Milk jugs:** Different spout shapes suit different latte art patterns. A sharper spout is great for detailed designs, while a rounder spout suits more flowing pours.



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Barista Tools for Consistency

- o **Thermometers:** Especially useful when learning milk steaming, to ensure you hit the ideal 55–65°C range.
- o **Cleaning tools:** Group head brushes, grinder brushes, and microfibre cloths are essential for maintaining equipment between uses.

You should choose tools that feel comfortable and balanced in your hand. Barista work involves repetition, so ergonomics matter as much here as they do for workstation setup.



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LESSON 2:

Professional Standards: The Hospitality Mindset

Technical skills are only half the job. The other half is creating an experience for the customer. Here are some key points:

- o **Attention to detail:** Serve every drink at the correct temperature, with clean cups and perfect presentation. Make sure to not touch the cup's rim to ensure cleanliness.
- o **Customer focus:** Greet customers warmly, listen carefully to their orders, and adapt to their preferences where possible.
- o **Speed with quality:** Work efficiently during busy times without sacrificing drink quality.
- o **Communication:** Be clear and polite with both customers and colleagues. In a café, good communication prevents mistakes and keeps the team running smoothly.
- o **Consistency in behaviour:** A professional barista maintains the same high standard every day, not just when they feel like it.

Customers may forget the exact flavour of their coffee, but they will always remember how you made them feel.



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HOMEWORK

TOOL AND SERVICE REVIEW

- o Review the tools you use daily and note any gaps in your kit.
- o Practise using a distribution tool or calibrated tamper to improve consistency.
- o In a café setting, role-play a busy service, focusing on maintaining quality while serving customers quickly and with a positive attitude.

