

ONLINE COURSE

BARISTA INTERMEDIATE

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LESSON 6: WORKFLOW OPTIMISATION

WHY WORKFLOW MATTERS

A great barista is not only judged by the taste of their coffee but also by how quickly and smoothly they can deliver it. Poor workflow creates bottlenecks, increases wait times, and leads to mistakes.

Good workflow means:

- o Drinks come out faster without cutting corners.
- o You conserve energy by reducing unnecessary movements.
- o The team works in harmony, even during rush hours.

Setting Up for Success:

- o **Station layout:** Keep your grinder, tamper, knockbox, and milk jug within easy reach of your dominant hand.
- o **Cup placement:** Have cups, saucers, and spoons pre-arranged so you do not waste time searching.
- o **Ingredient readiness:** Milk should be chilled and easily accessible. Syrups, sugar, and stirrers should be stocked before service.
- o **Tool maintenance:** A dirty steam wand or blocked grinder chute slows you down. Clean as you go.

Follow the “one-step rule” if you need to walk more than one step to reach something, it is in the wrong place.



SYSTEMA COFFEE

LESSON 6:

MULTITASKING IN COFFEE SERVICE

The key to effective multitasking is **sequencing**, which means doing tasks in the right order so you can work on one thing while another is in progress. For example:

1. Grind and dose coffee into the portafilter.
2. Start the espresso shot.
3. While it is extracting, steam the milk.
4. Wipe and purge the steam wand while pouring the milk.

This overlap reduces idle time and keeps drinks moving without rushing the process.



SYSTEMA COFFEE

LESSON 6:

TIME-SAVING TIPS

- o **Batch preparation:** Pre-grind doses for high-demand periods if your café policy allows, but only for short-term use to avoid staling.
- o **Pre-pour water:** For long blacks or Americanos, have the hot water ready before the espresso shot finishes.
- o **Double handling prevention:** Touch each item only once. For example, when you pick up a cup, place it directly where it needs to be, not halfway.
- o **Milk efficiency:** Steam milk for multiple drinks in one jug when possible, adjusting texture and volume accordingly.

TEAM WORKFLOW IN BUSY SERVICE

When working with other baristas:

- o Assign clear roles: one on shots, one on milk, one on service.
- o Communicate constantly about what is ready and what is next.
- o Step in to help a teammate when you see them falling behind.



SYSTEMA COFFEE

HOMEWORK

WORKFLOW DRILL

Create 4 espressos and 4 milk-based beverages and time yourself to see how long it will take for you to complete the challenge. Pretend as if you're preparing these drinks for a morning rush.

Afterwards, you should identify where you paused or backtracked, and rearrange your station or change your sequence to reduce time without losing quality.

