

Coffee Bar Handbook



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Introduction

On behalf of the Austin Galano Club Board of Trustees, thank you for your interest in this important service opportunity. The Coffee Bar and its host may be the first contact a newcomer has to the Twelve Steps and the Galano Club. Staffing the Coffee Bar with a welcoming volunteer is essential to many aspects of our mission:

- Having a safe home for GLBTQ&Allied recovery.
- Having a welcoming place for newcomers and oldtimers to fellowship.
- Providing twelfth-step service work opportunities.
- Serving great coffee, as well as information about the many 12-Step meetings at the Galano Club.

Your mission when staffing the Coffee Bar is to be of service, to carry the message of recovery, and to be the gracious host of the Galano Club during your shift.

And in addition to your formal shifts at the Coffee Bar, as trained Galano members and/or volunteers, please feel empowered to step into any perceived service lacunae and staff the coffee bar or secure the building at night. The success of the Austin Galano Club depends on our combined dedication and efforts.

Opening Procedures

Entry into the building

There are three entry issues to address at the Galano building: the front gate, the service door, and the front door for the public.

The Front Gate

The gate in front of the Club is secured with a heavy chain and a combination lock. The combination is our building's address, but backwards. As you are standing at closed gate, look inside the gate and to the right. The address is written above the right-hand door. These numbers (in reverse order) must be lined up on the top line of the lock—**not in the middle, but along the top “line” of the lock.**



Once you have successfully opened this lock, please push both sides of the (heavy) gate to the open position and lock open the right-hand side of the gate so that it cannot be closed again without unlocking the chain. (This is fire safety issue—the gates must be secured in the open position while we are open for “business.”)

The Service Door

The service door may be unlocked by pressing a code into the touchpad, or remotely by a Board Member or volunteer liaison. About 60 minutes prior to your shift, an automated text message will be sent to the mobile number you provided

when you signed up for the shift. This text message will have the current four-digit code for the service door.

If you are not in possession of the opening code, you will need to call or text a Board Member or volunteer liaison. They will be able to unlock the door remotely using an app on their mobile phone. The following are your contacts for requesting the door be opening remotely:

Al Arro 512/294.8646

Rob C. 512/970.0524

John F. 512/762.7897

John H. 512/330.0175

The Front Door

The public entrance to the building is equipped with a “panic bar” so that one may always exit the building. In order to unlock the door so that people may enter, you must find the hexagonal key in the key cabinet located on the right-hand wall of the office. With this key in hand, push the “panic bar” in and insert the hexagonal key into the small hole in the middle of the bar, turn to right, and the bar will lock in the open position. Now the door will be able to be opened just by pulling from the outside handle or pushing on the door from the inside.



Please remember to replace the hexagonal key in the cabinet in the office.

Ash Cans

Please put out the ash cans on the east side of the patio—outside the covered area.

Interior lights and music

The Club should be made welcoming. Please walk around the lounge area and switch on the individual lamps scattered throughout the room. Although most agree that the social area is more appealing with the individual lamps, there may be occasions that demand the overhead fluorescent lights switched on. (E.g., if the area is being cleaned, or if someone is doing work at a table that requires more light.) Use your judgment, and please remember that we are hosts—and our job is to make our guests comfortable.

The Social Area is equipped with a stereo that will amplify the music playing on your personal mobile device. Your mobile device will need to be connected to the Galano wireless network. The wi-fi password is sober2012.

You may also stream music to the airplay speakers using the “old” iPad under the cabinet. It runs Pandora and is signed in with a paid Galano account.

The amplifier is in the other corner of the room, it may also need to be switched on.

Again, use your judgment and please make music and lighting choices that will appeal to broadest section of our guests and create a welcoming atmosphere.

TV/AppleTV/Cable Box/DVDPlayer

All the media is run through the Sony Sound System that is attached to the Soundbar and Subwoofer. This is plugged into HDMI-1 on the TV. All other video sources are plugged into the sound system, so switching sources takes place there, and not the TV. Volume will always be controlled by the Sony Sound System.

AppleTV – Can stream Netflix, watch movies, HULU, etc from the Apple TV. This is plugged into the Game Selection on the Sony Sound System. Use the Apple Remote to control content through the Apple TV

Sony Blue Ray DVD – Select DVD on the Sony Sound System, control with the OTHER Sony Remote

UVerse Cable Box – This is plugged into the Cable selection on the Sony Sound System. Use the Uverse remote to control all content through the cable box.

Computer – To connect a computer to the TV, you will actually change the Source on the Toshiba TV Remote to Computer. There is a VGA Cable connected to the TV that you can plug your computer into.

Brewing Coffee and Tea

When opening the coffee bar you will want to make four things:

- Regular Hot Coffee
- Iced Coffee*
- Iced Tea*
- Iced Tazo Passion Tea (optional)
- *Do not make DECAF coffee until someone asks for it. Tell them that it only takes 4 min and that you will make them a fresh pot.*

*There may be carafes of the iced beverages in the refrigerator.

How to Make HOT Coffee

Use the basket that is marked coffee (not tea) and put in a filter. Decide if you are making regular or decaf and then get a packet of that coffee from the cabinet. Pour entire packet of coffee into the filter basket. Slide the basket into the machine.

Take a press pot with the correct (regular or decaf) label and open up the top. Slide it under the basket so it will catch all of the dripping coffee.

Press the **medium** button and your coffee will brew. Watch the countdown timer to know when it is done.

The press pot needs a combination pump and spigot inserted to operate. After the coffee is finished brewing, locate and insert the pump and spigot, snap the lid down, and you are ready to serve.

Coffee details

Do keep in mind that we are serving very good quality coffee, and we pay a premium for this Starbucks coffee. Please only make one carafe of coffee at a time so that a minimum is wasted.

Each press pot has a window so that you can monitor how much is left. When the regular coffee is getting low—and you anticipate demand—only then should an auxiliary pot be brewed.

Please do not make decaf coffee until someone asks for it, unless it is prior to an evening meeting with anticipated heavy attendance (e.g., Newcomer meeting or birthday night). *When asked for decaf, simply tell them that it only takes four minutes and that you will make a fresh pot.*

How to Make ICED Coffee

Use the basket marked “coffee” and add a filter. We only brew regular iced coffee so get a packet of regular coffee from the cabinet. Brew the coffee the same way as HOT coffee, but with the acrylic ICED COFFEE CARAFE placed under the brewer.

ADD TWO SCOOPS OF ICE to the acrylic carafe (from the ice machine) BEFORE starting the brew cycle. (Please make sure you have selected one marked ICED COFFEE and not ICED TEA.)

How to Make ICED Tea

Use the black basket that is marked iced tea (not coffee) and place a filter inside. Get FIVE Tetley tea bags out of the cabinet and place them in the bottom of the filter. Space them evenly in the bottom.

ADD TWO SCOOPS OF ICE (from the ice machine) to the acrylic iced tea carafe BEFORE starting the brew cycle. Place the acrylic carafe under the filter basket and brew the tea using the medium cycle. (Please make sure you have selected one marked ICED TEA and not ICED COFFEE.)

How to Make Iced Tazo Passion Tea

ADD ONE SCOOP OF ICE (from the ice machine) to the acrylic iced Tazo Passion tea carafe. Pour one carton of Tazo Passion tea into the carafe. Fill the carafe with one bottle of Ozarka (or Arrowhead) water. The carafe may not hold the whole bottle of water.

Iced coffee and iced tea details

At the end of the evening, if there is iced tea or iced coffee remaining in the acrylic carafes, please place them in the refrigerator. If there is at least one half pot of HOT (caffeinated) coffee remaining, rinse out the iced coffee carafe, add one or two scoops of ice, and fill the acrylic iced coffee carafe from

Please refill all of the coffee supplies in the black tray on the counter (sugar, creamer cups, and such). All of the supplies are to the left of the sink in the upper cabinets. Cups and straws may be found under the front counter.

Serving Beverages

The following beverages are available at the Coffee Bar:

- Coffee (regular and decaf)
- Iced tea
- Iced Tazo Passion tea
- Iced coffee
- Hot tea
- Still bottled water
- Sparkling bottled water
- Red Bull (regular and sugar-free)
- Various soft drinks in the Coke frig, including Monsters.

Serving Hot Coffee

Coffee is served in the ceramic mugs with the Galano logo. Coffee is \$1. The mug may be purchased for \$5 (but there is no bullshit “bottomless mug”).

Each \$1 cup comes with one free refill.

Dirty mugs should be placed in the dishwasher with a note on the door indicating that status. When the dishwasher is full, please run the load and note the status with a “clean” note posted on the dishwasher door. (And if your shift begins with a completed “clean” load, please empty the dishwasher and change the sign to “dirty.”)

Serving Iced Tea and Iced Coffee

Please use a clear plastic cup. Use a scoop of ice and fill the cup with beverage. *Each may be refilled once.* These used clear cups may be disposed of in the blue recycling bin.

Serving Hot Tea

Please use a ceramic mug and let our guest choose which individual tea they prefer. There are boxes of individual teabags on display on the rear counter. Hot water may be dispensed directly from the red spigot on the left-hand side of brewing machine.

How/When to Make Popcorn

When To Make Popcorn in the Big Machine

The popcorn machine is not something we anticipate being used during every shift, as the need for the snack and work associated with making it—and, more importantly cleaning up—is not inconsequential. Movie nights, special events, game nights, etc. are generally the times when the coffee bar attendant might consider making popcorn. That said, if the attendant is willing to clean the machine at the end of their shift, they are welcome to use it to make popcorn for that shift.

How To Make Popcorn in the Big Machine

There are popcorn packets in the shelf below the counter to the right of the sink. They are pre-measured with kernels and oil/salt. There are 3 buttons on the machine itself, one for the Heat Lamp, one for the Heating Element in the Kettle, and one for the Rotator that turns the kernels in the kettle.

Step 1: Turn on the Heat Lamp (far Left switch) and start a couple of popcorn packets “melting.”

Step 2: Turn on the Heating Element in the Kettle (middle switch).

Step 3: After 2 minutes, add the oil from a single packet (can only cook one packet at a time).

Step 4: Wait 3 minutes.

Step 5: Add the popcorn kernels/salt mixture and flip the Rotator switch (far right).

Step 6: When popcorn is finished popping, use the handle to empty the kettle and turn off the middle and far right switches.

Step 7: Serve and enjoy—pretend like you work in a theater. (It’s fun!)

How To Clean the Big Popcorn Machine

Step 1: Pray.

Step 2: Turn off all switches.

Step 3: Empty all remaining popcorn in the trash.

Step 4: With a bowl of mild soapy water and a towel (rung out well) wipe down the interior of the glass and then the kettle.

Step 5: With dry clean paper towels, wipe down the inside of the glass and all surfaces.

Step 6: Clean out the middle tray.

Step 7: Remove floor pan and vacuum kernels and debris from underneath.

Step 8: Pray again.

Step 9: Replace floor pan and center tray and put machine back in the corner.

Using the Register

Each sale should be noted in the iPad register, even cash sales when the money is placed black lock box on the counter, and coffee punch-card sales. When the bar is not staffed, the iPad should be stowed under the counter in the cabinet. The register is an app on the “desktop” of the iPad, labeled “Register.”

Cash Sales

Cash may be accepted for any transaction. The cash is put directly into the black lock box on the counter; however, you do not have access to it—so you are unable to make change.

A cash sale is rung up on the iPad register, and at the conclusion of the transaction it will ask if the guest would like a receipt emailed or SMS text messaged to him. A guest may want to do this because it will keep a virtual “coffee punch card” of her transactions, and alert you when their 11th beverage is “discounted 50%.”

You may let the guest type in their own email or SMS telephone number during this stage of the register transaction. They may also say, “no.”

Cash Change Problems

If a guest has a large bill and does not wish to contribute what would have been his change to the Galano Club, you have a couple of options.

- 1) They may choose to pay with a credit card.
- 2) They may choose to purchase a coffee punch card for \$10.
- 3) You may also tell them to “pay us next time you are here.” We want everyone to feel welcome, and not let a dollar sale deter good will.

Newcomers Without Money

Refer to #3 above. Your job is to make people feel welcome so that they can enjoy the fruits of sobriety. Please use your best judgment.

Credit Card Transactions

Guests may use a credit card. After the purchase(s) has been selected and tallied, simply swipe the card using the attached card reader. You may need to swipe a couple of times.

The register will automatically register their virtual coffee punch card for each transaction on that particular card—and you will be notified when their purchase has been their 10th purchase discounted 50%. Be sure and tell them, “Hey, you got your loyalty discount.”

During Your Shift

Your main responsibility is to make people feel welcome and comfortable at the Austin Galano Club.

Please always do the following:

- **Greet people as they come into the Coffee Bar.**
- Ask if you can serve them a beverage.
- **Be prepared to tell newcomers what meetings are scheduled that day and which room to direct them to.**
- Recruit new coffee bar volunteers by handing them a business card with the online sign-up web address, and showing them the dry-erase board schedule.
- Review the Galano Club Member brochure and be prepared to explain what Galano is—and how that is different from the individual meetings that take place here.
- Empty a clean dishwasher load.
- Restock condiments (may be found in the upper cabinets).
- Restock refrigerated beverages (may be found the supply closet).
- Restock retail food items (may be found in cabinets under counter).

In addition to these basic tasks, please also consider the following during slow periods:

- Clean the coffee bar counters.
- Clean and rinse and the unused coffee press pots with bleach.
- Check on the dishwasher.
- Empty the trash and recycling from the entire club—taking the refuse to the dumpsters.
- Checking the paper products supply in the washrooms.
- Wiping down the tables.

Smoking Policy

There is no smoking inside the Club, or under the porch. This includes vaping.

We have tried to make the east side of the porte cochère a congenial space to smoke and socialize. (As you are on the street looking at the building, the left side.)

We would like the west side of the porte cochère to be a smoke-free entrance—so that people sensitive to respiratory issues and those struggling with nicotine addiction can have an entrance without walking through a gauntlet of smokers.

Open/Concealed Carry Firearms

Galano is a gun-free place, with the proper signage affixed to the front; however, if you see someone with a firearm, please do not confront them in a hostile manner. Instead, please inform them of the policy and ask them to secure their firearm in their car.

At the Conclusion of Your Early Shift When No One Relieves you

There may be times when you have an early shift, but you find that no one is relieving you. First determine whether this is a known “hole” in the schedule. Look to the monitor, if no one’s name is on the schedule then we know that there is a scheduling problem and we have already made arrangements for someone to secure the building later in the evening.

If, however, there is a name on the schedule, this is an unplanned scheduling problem. You will need to contact a Board Member or volunteer liaison. Please begin calling the following people until you reach a live person who will take responsibility for securing the building:

Al Arro	512/294.8646
Rob C.	512/970.0524
John F.	512/762.7897
John H.	512/330.0175

Self-Serve Mode

Your next step is to secure the Coffee Bar in “self-serve” mode.

Please remove all of the retail food items to the rear counters.

Please move the filled coffee carafes to the front counter, facing the public. Use your best judgment about making a fresh pot of coffee for this enterprise. We still want to be hospitable; but we do not want to waste our resources.

Please move a tray of coffee mugs to the front counter.

If there are acrylic carafes with iced tea and coffee in the refrigerator, you may move them to the front counter and also set out some clear plastic cups.

“Self-serve” mode is NOT ideal, but it may provide interim hospitality when we are experiencing a volunteer shortage.

If there is no one at the Club who will be responsible for the building until the next volunteer arrives, you must also secure the building. Lock it up as described below, except leave the gate unlocked. Also, please post the sign (to be found in the bin attached to the refrigerator with this manual) on the front door notifying people who to call to be let into the building for the next meeting.

Having the Club closed during our posted hours of operation is anathema to our mission. When taking this step, please call the list of Board Members listed on the preceding page until you are able to contact someone and notify them of the situation.

Closing Procedures

Closing the Club involves two important aspects:

- 1) Kitchen and coffee bar hygiene.
- 2) Securing the building.

There is a Closing Procedures Checklist pad mounted on the refrigerator. Please rip one sheet off the pad and use it as a reminder of the most important closing tasks.

Kitchen and Coffee Bar Hygiene

Please empty and rinse out all of the press coffee carafes and the iced tea/coffee metal dispensers. If the iced coffee and/or tea appears to be of a fresh quantity, please pour it into the acrylic carafes for the refrigerator.

Please move all of the retail food items to the rear counter.

Please stow the iPad register under the cabinet.

Please wipe down all of the counters in the kitchen.

If the dishwasher is fairly full, please run the load and place a note on the front.

Please take the garbage from the kitchen, combine it with the FOUR in the women's room, the one in the men's room and the one outside the supply closet.

Please also take empty the recycling containers. Please replace can liners with the appropriately sized bag. Take the garbage and the recycling out to the dumpsters on the street.

Trash and Recycling

There are several City of Austin trash and recycling carts arrayed at the back of the east parking lot. When disposing of recycling, please simply dump the contents of the can liners into the recycling dumpster, *but not the bag itself—it is not recyclable*.

Our trash day is Thursday. The current cleaning crew work Wednesday nights, and they pull the carts to the curb. When opening on Thursdays, please ask people to be of service to move the carts back to the parking lot. (And recycling is picked up only on every-other Thursday, so every-other-other Thursday there will be half-full recycling carts to move back in position.)

Securing the Building

If the plastic Adirondack chairs are out, please stack them inside the porch.

Make sure that all of the doors are shut tight. Take the hexagonal key from the office key cabinet and go to the front door and insert it into the push bar and turn it. The push bar should pop out. Then the door should latch. **PLEASE TAKE THE KEY AND RETURN IT TO THE HOOK IN THE KEY BOX IN THE OFFICE.**



Turn off all lights in the building. You may leave the porch light on. Exit out the kitchen door. Make sure the door is shut tight; it needs to be shut **HARD**. **Press the lock button on the keypad once you are outside the building. You should hear the lock engage.**

Please double-check both doors by pulling on them.

Please also move the cigarette urns inside the gated area. If they are left out, our homeless cigarette fiends will take them apart and make a mess attempting to find a butt with final drag of nicotine left in it.

The gates must then be closed. The right-hand gate will be locked in the open position with the macho chain and combination lock. The address is written above the right-hand door. These numbers (in reverse order) must be lined up on the top line of the lock—**not in the middle, but along the top “line” of the lock**. Unlock it and close the gates and lock them together with the chain.



When the Cleaning Volunteers are present

There may be evenings when other volunteers have made a service commitment to sweep, mop, and thoroughly clean the building. If the Coffee Bar Volunteer is leaving prior to the Cleaning Volunteers' departure, you are responsible for making sure the Cleaning Volunteers know how to secure the building—and that the Cleaning Volunteers understand this responsibility.

When this responsibility is in doubt, please let a Board Member know. (Please refer to p. 15 for names and telephone numbers.)

A Closing Strategy When You Are Concerned About Security

There are times when closing up the building can be scary if you are alone and/or there are uninvited guests hanging out on the porch. Here is a strategy to minimize your interactions on the porch and preserve your safety:

- 1) Park your car beside the building on the East side (the side of the building opposite Guadalupe), in front of the fire exit.
- 2) While members are still present, move the Adirondack chairs inside the gate. Move the ash cans inside the gate.
- 3) As the last meeting attendees leave, shut the gate and lock it with you inside. Lock the front door. Lock the kitchen door *with you inside*.
- 4) Finish closing the coffee bar and leave the bags of trash out by the front door, inside the porch. (These can be tossed by the opening volunteer the next day.)

- 5) Turn off all the lights excepting the one by the men's restroom.
- 6) Exit by pushing (shoving) the fire door open. Turn off the last light. Shove the door back shut. Jump in your car and leave.

An Additional Note About Security

Anytime you do not feel comfortable, please call one of the Board Members listed on p. 5. You also empowered to use your judgment and call 911 for assistance.

Conclusion

Thank you. This is important work. It makes newcomers feel welcome and it encourages a life-long commitment to sobriety by creating a safe place to affirm this lifestyle as we “trudge the road of happy destiny.”

Al Arro is the former Board Member with responsibility for the Coffee Bar. Please feel free to contact him with suggestions and concerns.

arro.s@austingalano.org

512/294-8646

Criminal Trespass Warrants

From time to time individual visitors to the Galano Club have been deemed a danger to our mission to provide a safe place for 12 Step recovery.

(These are the most heartbreaking decisions the Board must make. We do not take this responsibility lightly.)

If you see any of these folks at Galano (or feel threatened by anyone else) please find a safe place (maybe locked in your car) and call a Board member (phone numbers listed on p.5) for instructions. Please do not confront these people, we will let the police do their work here.

These people have been deemed dangerous by the Austin Police, and have current Criminal Trespass Warrants sworn:

Sean Means



John [?]



Kelly McElhaney



Curtis McDonald, aka Mark Ricketts





Garrett Castor, age 25

End Of Offense	
Report Number: 2017-1310838	Report Date/Time Thu, May-11-2017 13:07
Offense Date/Time	Thu, May-11-2017 13:07
Offense(s)	CRIMINAL TRESPASS NOTICE
Offense Location	6809 GUADALUPE ST, AUSTIN 78752 Census Tract: 15.03 District: 3 Area Command: ID
Investigator Assigned	-
Case Summary	
End Of Offense	



Jesse Brown

November 2016

Criminal Trespass

A criminal trespass warning has been issued for **RONALD CHAFFER** if you see him on Austin Galano Property, please dial **911**.



Ronald Chaffer
Case #173211408
Date of Trespass Warning: 11/17/17