

BLANDI COFFEE PODCAST

ALL COFFEE NO SUGAR

with Patrizio Blandi



Episode 6: How To Make A Consistent Coffee Even If Your A Novice

Part 5 Systems

Welcome to the Blandi Coffee Podcast, all coffee, no sugar. I'm your host, Patrizio Blandi. I am also the owner and coffee roaster for Blandi Coffee. blandicoffee.com is my website.

You can find more information that can help you improve your coffee and improve your coffee experience. If you enjoy this episode, please subscribe to the show. It only means that you'll be automatically notified when a new episode is available.

This is Episode 6: "How to make a consistent coffee even if you're a novice", Part 5: "Systems". Ladies and gentlemen, this is the final part to this series. Well done! After this episode, you have enough information to be able to reproduce the same coffee beverage time after time. You now have all the key fundamentals that will give you 80% of the results.

I want to start talking about his topic systems. Why are systems important? How hard is it for you to ring up your staff, and tell them, you're not coming in the morning? Will they be able to open up for you? Will it be a complete disaster when you get there 2 or 3 hours later?

Will your staff be confident enough to operate the business without you? Can you sit down in in your business, and get a couple of hours to yourself to sit down and work on your business? Would you get constantly interrupted from your staff, asking you simple questions all the time? Do you have to be there all the time because you're scared that someone's going to take off with your secrets or intellectual property from you? If you do not systemise, or introduce procedures, you will never be able to take time off your business.

Systems can help you implement step-by-step procedure that will help your staff carry on without your constant input. It is also about getting the same results from all your staff regardless of who is working. You must be able to follow set instructions to perform the task correctly.

Creating systems is very important if you want to be consistent. Creating systems will eventually make your business run on its own so you can take the time off work, spend more time with your family, or if you just want to go fishing, or you're sick one day, you can take some time off work. And having the system can help you sell your business later for more money because they can run on its own, and that's the main selling point when you go to sell the business.

Having a business that runs on its own is now a business because you don't have to be there. So if you're not there, it's still making money for you, that's the most important thing. It will stop

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your staff asking you 80% of the questions of what to do, and how to do it because it will all be laid out for them in the step-by-step procedures. You'll be left with 20%, which will require your input, but this will greatly reduce the weight off your shoulders.

For example, if they have some time free, they can follow the housekeeping procedures. When they leave, they can follow the close up procedure. And that eliminates you explaining what needs to be done every time.

What's this got to do with coffee? Regardless of the staff having 2 weeks of experience, or 2 years of experience, systems can help your staff carefully operate the coffee machine.

Another advantage is that no matter who is operating the espresso machine at the time, they will be able to produce the same result. Repeatability can be achieved and that is perfect for a cafe situation. Using a system, you can make the same coffee shot every time. If a customer comes in the morning at peak, he should be able to expect the same coffee when he comes in at 3 in the afternoon, where it's really quiet. And the same is said for food as well. When the customers order, they should be consistent.

So what are systems? Systems are step-by-step guides that are put into place so that consistency and repeatability can be achieved. If you do this, it will remove errors, missed steps, or inconsistencies. It's very important to follow these instructions. You need to layout each step accurately to carry out each task. So the system will automatically kick in if you have to take some time off, or the morning off.

The place can still run without you being there. It's about putting what you know into a logical step to do things properly once, so that it can be repeated many times without repeating yourself or repeating yourself and missing steps. It's about putting the hard work in once, so that it can be followed thousands of times after that.

I'll give you a simple procedure guide for a typical cafe scenario. I want to layout for you a typical cafe scenario. There are going to be 10 procedures. I'm going to explain it in a bit more detail. I want to go for the titles first, and then I'll be more detailed later.

1. Arrival and Leaving procedure.
2. The Opening and Closing procedure.

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3. The Coffee Buying and Product Buying procedure.
4. A Customer Order procedure.
5. The Coffee Grinder Setup and Maintenance procedure.
6. Coffee Machine Setup and Maintenance procedure.
7. A Daily, Weekly Routine Cleaning procedure.
8. A Customer Service procedure.
9. Milk and Food Storage and Handling procedure.
10. Employee procedure.

Starting with #1, having arrival and leaving procedure. It is a step-by-step guide required when you come in first thing in the morning. When you arrive at the property of the business, what needs to be done? You explain the steps you take every day.

So for example, when you arrive at the property, you're going to open the door. So open the door. You turn off the alarm. Then, you turn on the lights to the kitchen area only so that you're not turning on any other lights external to the building so customers know you're there. If you're the first one to arrive, you don't want to say the business is open; you still need to prepare for the day. So, just turn on the basic lights that you need. Turn on the coffee machine.

That's just the really basic step that you would need to take when you arrive at the property. That's just the very basic scenario. And then when you leave, it would be, turn off the coffee machine. And make sure you turn off all the gas equipment. You don't want to have the burners going off, the pipe flame going off all night, wasting gas, or wasting electricity for your coffee machine.

Before you leave, and turn off the lights, turn on the alarm, and then turn off the lights. Lock the door, and you're out of there. It is a very simple step-by-step guide, but that's what it is about. It's not about making a complicated. Sometimes, you're in a rush and you can miss one of those steps. You can leave the gas on by accident, you know in the kitchen area, you're probably at the front desk, putting the chairs and tables, and you're in a rush, and you forget to turn off the gas.

If you have a checklist that can tick off each section as they go, so if they come down to turn off all the gas equipment, they might say: "Oh. I'll go and have a look." So they should have looked, they can still miss it by saying: "I can't be stopped and I will just walk out." If they're following that checklist, it gives them "Okay. I'll better check for the gas." So they'll go and have a look. They

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might see the pilot light on and turn it off. That's what I mean by checklist, and a step-by-step guide, because one of these steps can be missed. And if you're repeating yourself to people, telling them what to do, you can miss one of these steps. A very simple step that can cause a fire, or can cost you money by leaving things on.

Then your opening and closing procedures, this is what is required before you open the doors to your customers, or before you close the doors to your customers. Simple things like filling up the sugar sticks, the stirrers, the take-away cups, have them all ready before you open doors so you're not running around looking for stock. Have all the food prepared.

Make sure all the cooking equipment is on and warmed up. Your closing procedures could be, 15 minutes before you leave, you can tell your customers "We're going to shut in 15 minutes. Would you like something else to eat or drink?" That's telling your customers two things: They've got 15 minutes before they have to leave, so you're prepping them up, and the other thing is, you might get an extra sell. Take in the sign from the front of the shop, putting it inside, turning off the shop sign lights off, mopping the floor, cleaning out, getting it ready for the morning. Maybe you want to get things done so you don't have to spend too much time in the morning.

Then you want to have coffee buying and product buying procedure. If you've listened to Episode 2 about having fresh coffee beans, I suggested to have a system in place, so you order your coffee roughly about halfway through your coffee consumption. So that when you order coffee, that coffee is roast, and it's delivered to you roughly about halfway through, so by the time you start getting on to the new stock, it's roughly about a week old.

Have a checklist of all the products that you need for the cafe or for the business. So your staff might forget to order something or they might have forgotten that they need to have eggs. And if you've got that checklist in front of you, you're going down the list, 'dairy products', and they see eggs, and they go: "Yeah, I needed eggs." It reminds them, and it gives them a second time to go and have a look if they've forgotten. It's very important because if you're going to order something, then you'll be putting to hard situation when you're out of stock of certain things. You have to disappoint customers, "We don't have that anymore for today, would you like something else?" There's a bit of a disappointment there.

There's covering, and making sure that you don't forget to order stuff, is very important as well. Even if you want to throw in there the quantities that you should have, so for example, you

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have quantities that you should have per week, say you should have 10 cartons of eggs, 15 bags of coffee, 2 bags of flour, about 4000 take-away cups, small and large lids. So when you go and have a look at your checklist, and you check and you write down, say you've only got a thousand, you need to order 3000. We are halfway through. You can roughly see where you're at and you know what you need to order.

#4, customer order procedures. This is probably one of the most important things to have down first. It's basically a procedure how you should treat your customers. It's basically a step-by-step guide on how to take orders from the customers so that everyone is on the same page. When someone says something burned down, everyone can understand what it means. There's no misunderstanding.

For example, if someone's ordering a cappuccino, 3/4 full, with 1 sugar, with an extra shot. You can write that down and anyone that looks at it can understand exactly at one glance what it means, so that minimises errors, it minimises customers getting the wrong orders, and people keep asking the question: "What does this mean?" "What's that? Is that 1 sugar or 2 sugars?" or "Is that an extra shot?" So everyone's on the same page. They look at it and they can move on quickly, and do the order for the customer, give it to the customer as quick as possible, with minimal mistakes as possible as well. That's something I would probably implement first, is getting that procedure down.

Coffee grinder setup and maintenance procedure, this is basically explaining how to maintain your coffee grinder, how to run the coffee grinder. For example, you can say, keep enough coffee beans in the hooper for no more than 2 hours at a time. So your coffee's always fresh. The coffee grounds each time you adjust the coffee grinds settings. So when you adjust the settings, you grind it, and then you put away, so you don't get that mixed grinds, so you're not making shots that are not a 100%, because you still have that old and new grinds mixed up in there. So every time you adjust the grinder, grind it, dump it, and then grind a new fresh batch out of that.

Dismantle and clean the blades at the start or at the end of each day, so it keeps the blades nice and clean. Grind only what you need to use for that particular time. Very important, that's just basically anyone that touches the coffee grinder to grind coffee knows exactly what to do, or when they clean the coffee grinder, what to do.

Coffee machines setup and maintenance procedure is pretty much similar to the coffee grinder situation. It's set out so that consistency can be achieved. You set out a step-by-step

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procedure on how to set up the machine correctly before you have customers coming in to the shop or checking the shot, say halfway through the day, to make sure the shot is consistent depending on your turnover of coffee.

Just one quick tip, when you do a step-by-step layout for creating the perfect shot, make sure that you specify a weight for the coffee grounds required to make that perfect shot. If you make the perfect coffee shot, and you taste it, and you go "This is good", you should write down how many grams it took to make that shot. And that should be a setting stone for every time you make coffee.

That amount of weight of coffee has to be present every time you make a shot or when you're adjusting the grinder, it has to be 16 grams of coffee if that was the perfect amount of coffee required to make the shot. So when you adjust the grinder, whether you go more coarse or more fine, you're going to get that exact amount of weight. Because if you're using a grinder that you press the button for 1 cup or 2 cup, works on a timer, not by weight, so that means, when you're grinding the coffee and you set it more coarse, and it takes 5 seconds to grind coffee, it means it's grinding more coffee and that greater value of coffee in that 5 seconds, if you do more fine, you're going to have less coffee in that 5 seconds. So it's important to measure the coffee weight.

The only thing is, how to clean the machine. Make sure at the end of the day, you take out the drip tray, take out all the group heads, put them into container overnight, so they can clean out. Every time you make a coffee, purge the system. Every time you use froth milk, make sure you wipe down the spout. Turn on the system to purge any milk that's inside the system. Just basically, very simple steps there, and if you provide those steps, you are going to get consistency. You're going to have consistency with all your staff.

And another thing you can set out, which is # 7, a daily and weekly routine cleaning procedure. You can set a daily cleaning procedure, a checklist of what needs to be cleaned everyday. Then have a weekly checklist of what needs to be cleaned every week that needs to be done every week. So if they go through the daily clean sheet, if it's a bit of a quiet period, you can get them to go have a look at the daily clean sheet or they can just go to it themselves, because they know what to do. Once they finish that, they can start on the weekly clean sheet, and it's basically done weekly, so if they start on that, it's done for the week. It gives them something to do so when there's quiet, they're still doing something and you don't have to tell them. And if you're not there, and they're still done, regardless of who does it.

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Customer service procedure, another good one here, it's how you look after your customers. Put in there, it's probably a simple step, always smile, be polite, and remember the customer's name and the order. If there are problems inside the procedure, offer some suggestions on the outcomes that can be granted without your permission. So it saves them coming to you and say: "Look, the customer wants a free coffee. Can they have it?" If they're unhappy about a coffee, you don't want to sit there and argue with them. Just give them the money and let them out, because it looks bad on your other customers.

If a customer's unhappy and you give them the money back, the other customers will see it: "Oh, it's a bad coffee. But look, they were good enough to give the money back to the customer." So they can see that if there is a problem, it can be resolved quickly. A very important step there is what suggestion on how to start to remember customers' names, with the order, tell your staff. One of the procedures could be, write down the customer's name on the cup. So that, # 1, reinforces the person's name and what they order. So if you got a new staff, they can slowly get to learn who that person is and what they order. That's one way to get a customer's name, just ask for the name on the cup.

Milk and food storage and handling procedure, this is very, very important, with food and milk. If you listen to my last episode, which is the milk, I spoke about not reusing the leftover milk. You can make it a step procedure that once you froth the milk, dump the milk, clean the jug with your milk jug rinser. Don't store any leftover milk. Very important, if you get milk from your deliveryman, put it straight away into the cold room.

It should not be exposed to room temperature for more than 10 minutes. As soon as they come in, they should go into the cold room. The other thing is, also, when you have milk on top of the bench, if you're not going to use it for a while, put it back into the fridge. It can maintain a cool temperature. Put labels on food containers when you receive it or when you open the containers. You say, Monday, the 5th of April, so you know how old that food is.

Use separate cutting boards for bread, meat, chicken and vegetables. A tip is, you can use different colors for a particular board. For example, a green chopping board can be used for veggies only. A brown chopping board can be used for bread. A red chopping board is for meat. A white chopping board is for chicken. And a blue one can be for fish. It's a very easy way to interpret a color to the particular product that you're going to use. So, like vegetables, green, anyone can understand that green is like a vegetable. Brown like bread. Bread is a brown color. White, because

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chicken is white. And then blue, is for fish, because they're in the water, blue. It's a very easy way to interpret chopping board color to the particular product, and you can also reinforce by having a piece of paper where the chopping boards are outlining what each color does. Even if they forget it, they can clearly see it.

And # 10, employee procedures. I think this is a very good thing to have for your employees. It gives them an insight of what you expect from them and what they expect from you. If you want to maintain their times, they must sign in and sign out with their times and have a time sheet. Otherwise, they won't get paid for that day. Make it a rule, if they don't follow it, they'll learn. If they miss one pay, they'll make sure they'll do it next time. It's not about punishing them; it's about maintaining a system.

You know, you can tell them to make sure they wear black pants or a black skirt only, wearing black shoes only. So there's no misinterpretation of the rules. If they're wearing blue jeans, you can say: "Look, that's not part of our uniform. Our uniform is black pants or black skirt." Clearly marked out, there's no innuendos, or no misinterpretations, and must be well presented at all times.

If they want to take the time off, or they've got something on, to give you at least 2 weeks notice, before they want that time off or if they want a shift swap as well, they must respect and treat all staff with the most respect as they can have for each other. No swearing, no bullying, no sexual harassment. If there is any of that happening in your workplace, nip it in the bud straight away because you don't want that to continue or to make a very bad working environment, especially if you're not there, you're not seeing that.

Another step you can put is, if they're sick, they must bring a doctor's certificate and they must be at least an attempt, to get someone to cover for their shift, if possible. If they're feeling sick the night before, give them a list of all the employees that work that shift for a start. So if someone's off, they could ring them up and say: "Look, I'm not feeling well. Can you cover for me tomorrow?" If it fails, then you're notified anyway within that time frame, you say, a day before or in the morning, and then you have to try to break before that.

It happens sometimes, someone says they're sick, they're in the hospital, and they can't do that. Explain what the penalties are when something happens. If someone's fighting or there is an abuse to a customer, if someone's not consistently showing up on a particular day or having days

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off, or they're not notifying that they're sick, or whatever the case is, or there's drugs, or alcohol involved at work, outline the penalties very clearly. So they know, if they do punished out, there's no second chance, they're out. If there's complaints about their work ethic, or the amount of work they do, say, there's a review or a warning system, a '3 strikes and you're out' sort of thing. This is pretty much not hard to do, simple, but it's going to take you time to do it right up and systemised. It's all about progress, not procrastination. Just start doing it. Write down each step.

If you don't have time to sit on a computer to write it, in the morning, if you're going to get to your business tomorrow to open up, everyone's got a phone, everyone's got a device there that you can record your voice. Start recording, at door, open lock, turning off alarm, using code 123, turning on lights to the main area only, turning on coffee machine now, sweeping up, cleaning tables, turning on hot plate, putting all take-away coffees into serving area, do it step-by-step.

If you don't have time to type it out, there are so many resources out there that can do it for you. And it's very cheap now. If you go to '[fiverr.com](https://www.fiverr.com)', for \$5, you can get someone to type that out for you, put it into a PDF file for you. For \$5, it might be like 5 minutes of audio. So if you've got 10 minutes, or 15 minutes of audio, that's a lot of audio, that's a lot of procedures set. That can be all typed out for you for \$15. Okay, you don't have the time, but you can outsource it. Be smart about it. There are places outside on the web that can do things for you, that you don't need to do.

Just concentrate on the things that you need to do only. For \$5 or \$10, let someone else do it. It is \$5 or \$10, it's all about saving that money, but, if it's going to take hours or days to implement that, that's the progress, you start getting the rules in motion, and getting things done. That's one way how you can do things and it's not silly.

For example, I'll give you an example of reward while leaving procedure, which I liked before, it's open the lock on door, close the door, and lock the door for safety. So explain to the person that's coming in, that they might leave the door open, but if they lock it, it's for their safety. The alarm code is 1234, turn on the lights to the inside area only. You don't want the lights to turn on the outside area. Someone might just come in and turn on all the lights on. It just eliminates them wasting electricity. Turn on the coffee machine. If they forget to turn on the coffee machine, it's going to take them 20 minutes for that machine to warm up, to adjust it, and to get it all ready. And if you got customers waiting there, 20 minutes, they don't have time waiting for it. Very important, if you miss these steps, it can be costly. If you're not there, you won't see it, you'll see you would

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just get customers not coming back, and you're wondering why your cash turnout is getting less and less. It's because little things like that can make customers unhappy.

That's one example you can do. I can understand how can these systems make a barista making coffee, if you've got a gun barista making coffees, there's no way that someone being there for 2 weeks is going to make the same coffee. But it's not about making the same coffee at the same speed, it's about making the coffee at least 80% as good as what a barista can do, and you can achieve that if you listen to the previous episodes about light, about how to do that. You set it out in a step-by-step guide.

If you don't have the time to do it, there are many different ways you can put this into place. And like I said, there are places on the web that can offer you services, amazing services out there, that transcribe the order that you do into a document, a PDF file, that you can print off 1 hard copy there available. And when your employees come, you could fire them up an email, simply write them the procedure, they get that straight away, and they know that it's there; you don't have to print it off or anything. They get, they read it, now it's their problem. You've given them a copy, it's very easy just to download it off your hard disk and fire it off an email. There are places like [Fiverr](#) you can pay very cheaply. We can get [elance](#), or you can even go to [oDesk](#), places like that. The other thing is, I know you're saying: "How can I trust my staff to carry out exactly what's documented?" Look, it's not going to happen overnight especially if you just introduced this system to your workplace. It will take some time to take effect, but it's about implementing it and doing it in small steps, not big steps.

So, opening and closing procedure, having that set up. So what you can do is you can start of by taking the mornings off, take off 2 hours in the morning, and then if you got 2-3 hours later and see what's happened. If there's chaos, write down what happened, how messed up, and get them to outline what happened. Was there a step there that they couldn't understand, or it was missed, or they skipped it? Or whatever it is that wasn't there, so you can quickly amend it and take an afternoon off. So then, you get the mornings and afternoon covered. So if you need to take your kids to school, or whatever, in the morning, then you could start doing that. You don't have to be in the business all the time. So if you implement these systems, then you could slowly, slowly, gradually, take some time off from work, to start working on your business and you have some time for yourself as well.

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Reward yourself, spend a bit more time with the kids, go fishing, go for a bike ride, whatever you like, just have some time and reward yourself for the hard work you've put in. Otherwise, you're just going to get burn out, and you're just going to get fed up with the business. Will it be a disaster? It probably will be a disaster, maybe it won't, you don't know. You need to try it. Like I said, it's about progress, not procrastination.

Moving forward and progressing, don't worry about it to be exactly 100%. Let it roll. See what happens. Quickly amend it, those problems might happen again. You can also say: "I'm going to lose customers, it's going to cost me money, because customers are not going to come back if it's going to be bad." Look, if you don't take this step, you'll never get to be able to leave your business. And it's better to be 80% prepared than to fail your staff deep-end, one day, when you really need them to take over, to open up the shop, or to have the whole day completely to themselves. You got a relative that sick, or one of your kids is sick. You have to go to the hospital. You don't need to completely shut down your doors.

It might cost you a little bit of money in the beginning, but it's good to have that because it's an insurance policy, if something happens, you don't have to worry about that step. You really got enough problems at that time. **That's one less stress on your head to worry about.** And I think pretty good action steps to take on this episode is just get your iPhone or your mobile phone that you have, it's got a recording facility on there, just do one thing, go out there and what you do in the morning. What steps have you taken? Record it. Look for someone online. Give them the audio file and get them to transcribe them in a step form. And then, have a look at it, edit it yourself, fine tune it, print it out, and give it to all your staff. Have a meeting. Tell your staff what you're trying to do. Sometimes in the morning, as they come in, "Have a look at this. Is there anything there that you don't understand? Is there something else we need to add to it?" And then, give to your staff, and let them have a read of it. Let them start using it as they come in. You can still be there and just check up on things, if you want to take that small step. And then, try it out, take the morning off, and try it out, see what happens.

Take that step, and you'll see some progress in moving forward this system-wise, your cafe there. There's a lot there, but it can be done, and it can be done quickly as well and cheaply. So, I hope you have enjoyed this episode and if you believe this show has helped you in any way, if you review this show on iTunes, and give it a 5-star rating, if it's deserving, you'll only make this show more visible to more people, so it can help much more people. And that's what it's about, it's helping more people like you, to achieve more in their business, and it's about reaching people that are

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passionate about their business like you, about making a difference to coffee, a difference to your customers' coffee experience. Thank you for joining me on this episode. I hope to see you on the next one. So bye from me, and enjoy your coffee!

[end of audio]



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