

BARISTA BOOK



Vocabulary list of terms that every barista should know

Espresso: A concentrated coffee beverage made by forcing hot water through finely ground coffee beans.

Cappuccino: A coffee beverage made with espresso and steamed milk, often topped with foamed milk.

Latte: A coffee beverage made with espresso and steamed milk, with a thin layer of foamed milk on top.

Americano: A coffee beverage made by adding hot water to a shot of espresso.

Macchiato: A coffee beverage made with espresso and a small amount of foamed milk.

Mocha: A coffee beverage made with espresso, steamed milk, and chocolate syrup or powder.

Steaming: The process of heating and aerating milk for use in coffee beverages.

Grind: The process of crushing coffee beans into smaller pieces for use in brewing coffee.

Drip coffee: A coffee beverage made by pouring hot water over ground coffee beans, which then drips through a filter into a carafe or mug.

French press: A coffee brewing method in which coarsely ground coffee is steeped in hot water, and then separated by pressing a plunger through the mixture.

Shot: A serving of espresso.



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Crema: The creamy layer that sits on top of a shot of espresso, created by the oils in the coffee beans.

Blend: A combination of different types of coffee beans, mixed together to create a unique flavor profile.

Roast: The process of heating coffee beans to a specific temperature to bring out their desired flavor characteristics.

Extraction: The process of extracting flavor from coffee beans by using hot water under pressure, typically in an espresso machine.

I hope this list helps!

Sure, here are some example dialogues that baristas might

Dialogue 1:

Barista: "Good morning! What can I get for you today?"

Customer: "Hi, can I get a latte please?"

Barista: "Absolutely, would you like any flavor syrup in that?"

Customer: "Yes, I'll take caramel."

Barista: "Great, and what size would you like?"

Customer: "Medium, please."

Barista: "Got it, one medium caramel latte. Would you like to add a pastry or anything else to your order?"

Customer: "No, just the latte is fine."

Barista: "Alright, that will be \$4.50. Please proceed to the pickup counter when your order is ready."



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Dialogue 2:

Barista: "Good afternoon! How can I help you?"

Customer: "I'm not sure, what do you recommend?"

Barista: "Well, if you like strong coffee, I would recommend our espresso shots or Americano. If you prefer something a bit milder, our drip coffee is very popular. And if you have a sweet tooth, our mochas are always a hit."

Customer: "Hmm, I think I'll go with a cappuccino today."

Barista: "Excellent choice! Would you like it with whole or skim milk?"

Customer: "Skim, please."

Barista: "Alright, one skim cappuccino coming up. Would you like to add a croissant or anything else to your order?"

Customer: "No, just the cappuccino is good."

Barista: "Alright, that will be \$3.75. Please proceed to the pickup counter when your order is ready."

I hope these examples give an idea of how the vocabulary can be used in real-life interactions with clients.



now make a list of the expressions used in the dialogues

Other expressions used in the dialogues

- **"Good morning/afternoon":** A common greeting used when someone enters a business during daytime hours.
- **"What can I get for you today?":** A polite way to ask a customer what they would like to order.
- **"Absolutely":** An enthusiastic way to confirm an order or request.
- **"Would you like any flavor syrup in that?":** A question asking if the customer would like any additional flavoring in their drink.

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- **"Great"**: An affirmative response indicating that the request can be fulfilled.
- **"What size would you like?"**: A question asking what size the customer would like their drink.
- **"Got it"**: An affirmative response indicating that the order has been taken and understood.
- **"That will be..."**: A polite way to state the price of the order.
- **"Please proceed to the pickup counter when your order is ready"**: A polite way to direct the customer to the pickup area of the business.
- **"I'm not sure, what do you recommend?"**: A polite way for a customer to ask for suggestions or recommendations.
- **"Well"**: A way to introduce options or recommendations.
- **"I would recommend..."**: A polite way to offer a suggestion or recommendation.
- **"Excellent choice!"**: An enthusiastic way to respond to a customer's order or choice.
- **"Would you like it with...?"**: A polite way to ask for a customer's preference or customization of an order.
- **"One...coming up"**: A way to confirm the order has been received and will be prepared.
- **"Would you like to add...?"**: A way to suggest additional items for the customer to consider adding to their order.
- **"That will be..."**: A polite way to state the price of the order.
- **"Please proceed to the pickup counter when your order is ready"**: A polite way to direct the customer to the pickup area of the business.



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Types of milk that are proposed in coffee bars

Whole milk : standard milk with around 3.25% fat content.

Skim milk : milk with little to no fat content.

2% milk : milk with 2% fat content.

Almond milk : a plant-based milk made from almonds.

Soy milk : a plant-based milk made from soybeans.

Oat milk : a plant-based milk made from oats.

Coconut milk : a plant-based milk made from coconuts.

Hemp milk : a plant-based milk made from hemp seeds.

Rice milk : a plant-based milk made from rice.

Cashew milk : a plant-based milk made from cashews.



Some coffee bars may also offer variations of these milks such as sweetened or unsweetened versions.

Different coffee drinks that can be made using various types of milk

Cappuccino = espresso topped with steamed and frothed milk, typically made with whole milk.

Latte = espresso with steamed milk, typically made with whole milk.

Flat White = espresso with a small amount of steamed milk and a thin layer of microfoam, typically made with whole milk.

Americano = espresso diluted with hot water, typically made with a dash of milk or cream.

Macchiato = espresso with a small amount of steamed milk and foam, typically made with whole milk.

Mocha = espresso with chocolate syrup and steamed milk, typically made with whole milk.

Iced Coffee = cold coffee with milk, typically made with whole milk or almond milk.





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Frappuccino = a cold, blended coffee drink with milk and various flavorings, typically made with whole milk.

Cortado = espresso with a small amount of steamed milk, typically made with whole milk.

Chai Latte = black tea with spices, sweetened with sugar or honey, and mixed with steamed milk, typically made with whole milk or almond milk.

These are just a few examples, as there are many variations and combinations of coffee drinks that can be made with different types of milk.

Dialogues :

Customer: "Hi, can I get a latte with almond milk, please?"

Barista: "I'm sorry, we're currently out of almond milk. Would you like to try a different type of milk such as soy milk, oat milk, or coconut milk?"

Customer: "Hmm, I've never tried oat milk before. How does it taste in a latte?"

Barista: "It has a slightly nutty and creamy taste that complements the espresso well. Would you like to give it a try?"

Customer: "Sure, let's go with oat milk then."

Barista: "Great choice! One oat milk latte coming right up. Would you like anything else with that?"

Customer: "No, that's all for now. Thank you for the suggestion!"



Customer: "Hi, can I get a latte with goat milk, please?"

Barista: "I'm sorry, but we don't carry goat milk. Is there another type of milk you'd like to try instead?"



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Customer: "Oh, that's too bad. Goat milk is the only one that doesn't upset my stomach. I don't think I'll be able to drink a latte today then."

Barista: "I'm really sorry about that. We do have lactose-free milk, if that's an option for you?"

Customer: "No, unfortunately lactose-free milk also upsets my stomach. Thanks for trying to help though."

Barista: "Of course, I'm sorry I couldn't find a suitable replacement for you. If you have any other preferences or allergies, please let me know and I'll do my best to accommodate you next time."

write a list of the expressions used in the last two dialogues

Expressions used in the dialogue where the barista suggests an alternative milk

Customer: "Hi, can I get a latte with goat milk, please?"

Barista: "I'm sorry, but we don't carry goat milk."

Barista: "Is there another type of milk you'd like to try instead?"

Customer: "Oh, I see. In that case, could I have it with oat milk?"

Barista: "Absolutely, would you like anything else in your latte?"

Customer: "No, that's all. Thank you."

Expressions used in the dialogue where the barista can't find suitable milk

Customer: "Oh, that's too bad. Goat milk is the only one that doesn't upset my stomach. I don't think I'll be able to drink a latte today then."

Barista: "I'm really sorry about that."

Barista: "We do have lactose-free milk, if that's an option for you?"

Customer: "No, unfortunately, lactose-free milk also upsets my stomach."

Barista: "If you have any other preferences or allergies, please let me know and I'll do my best to accommodate you next time."

