

Multi-Site Coffee Equipment Standardization Log

A Working Alignment Tool for Operations Leaders and Facility Teams to Document Approved Settings, Verify Calibration Outcomes, and Track Coffee Quality Standards Across Every Location

How to Use This Log

This tool helps multi-site operators maintain coffee quality alignment across their portfolio by documenting the approved outcome standards for each location, recording verified calibration measurements at each service and audit event, and making drift from the brand standard visible before it reaches the customer. It is distinct from a quality diagnostic tool - it is a cross-location alignment record that confirms every location is producing coffee that meets the same defined outcome standard, regardless of differences in equipment age, local water conditions, or staff experience.

Work through Part 1 to establish the portfolio-wide outcome standards that every location is calibrated against. Use Part 2 to record calibration history at each location. Use Part 3 to track alignment across the portfolio and identify locations drifting from standard. Update after every service visit, every calibration audit, and any time a significant equipment event changes a location's calibration baseline.

IMPORTANT DISTINCTION: Settings vs. Outcomes

This log captures both the settings used at each location and - more importantly - the measured outcomes those settings produce. Two locations may have different settings and both be in compliance, because different equipment ages and conditions require different settings to achieve the same outcome. A location is in compliance when its measured outcomes are within the defined target ranges below - not when its settings match another location's settings.

PART 1: PORTFOLIO-WIDE OUTCOME STANDARDS

These are the approved outcome standards that every location in the portfolio is calibrated to achieve. Establish these once at the portfolio level and update only when a deliberate brand standard change is made. Do not change these standards location by location - they are the consistent target the entire portfolio is measured against.

Approved Brewing Temperature Standard

Brew Method	Target Temperature	Acceptable Range	Out of Range Action
Filter / Drip Coffee	200°F (93°C)	195°F - 205°F (91°C - 96°C)	Service required - do not serve until corrected
Espresso	93°C (199°F)	90°C - 96°C (194°F - 205°F)	Service required - do not serve until corrected
Hot Water Dispensing	195°F (90°C)	190°F - 200°F	Flag for service at next scheduled visit

Temperature must be measured at the point of brewing using a calibrated thermometer - not read from the equipment's internal display or thermostat setting, which may not reflect actual delivered temperature when scale accumulation is present.

Approved Grind Outcome Standard

Equipment Type	Grind Target Description	How to Verify	Acceptable Extraction Result
Drip / Filter Brewer	Medium - similar to coarse sand	Visual check of particle consistency - no excessive fines, no large chunks	Cup tastes full-bodied, not sour or bitter, aroma present

Espresso	Fine - similar to table salt	Shot pulls in 25-30 seconds at standard dose	Crema present, flavor balanced, not sour or harsh
Super-Automatic / Bean-to-Cup	Per machine program setting - document setting per model	Taste check on output	Cup matches reference standard for that product

Grind settings will vary by location based on equipment model and burr condition. Record the setting used at each location in Part 2. The setting is not the standard - the outcome is the standard.

Approved Dose Standard

Equipment Type	Target Dose	Acceptable Range	Verification Method
Drip / Filter Brewer	Per manufacturer specification for brew volume	Within 2g of target dose	Weigh dose at calibration - do not estimate
Espresso - Portafilter	Per recipe specification	Within 0.5g of target dose	Weigh dose at calibration
Super-Automatic	Per programmed recipe	Confirm output volume matches program specification	Measure output cup volume

Approved Hold Time Standard

Product	Maximum Hold Time	Action After Limit
Drip coffee - open carafe / warming plate	30 minutes	Discard and brew fresh
Drip coffee - sealed thermal carafe	60 minutes	Discard and brew fresh
Espresso shot	Immediate use only	Do not hold

Portfolio Standard Approval

Field	Details
Standards established by	
Date established	
Last reviewed and confirmed	
Next scheduled review date	
Approved by	

PART 2: LOCATION CALIBRATION RECORDS

Complete one section per location. Record calibration data after every service visit, calibration audit, and any event that changes the equipment's operating baseline. This is the compliance record that confirms each location is meeting the portfolio-wide outcome standards defined in Part 1.

LOCATION CALIBRATION RECORD

Location Information

Field	Details
Location Name / Number	
Address	
Equipment Type(s)	☐ Drip / Filter Brewer ☐ Espresso Machine ☐ Super-Automatic / Bean-to-Cup ☐ Hot Water Dispenser ☐ Other: _____
Equipment Make and Model	
Equipment Age / Installation Date	

Water Filter Type and Last Replacement Date	
Local Water Notes	☐ Hard water area - more frequent descaling required ☐ Soft water area ☐ Water treatment installed - type: _____
Assigned Service Provider	
Service Provider Contact	

Calibration Event Log

Complete one row per calibration event. A calibration event includes any service visit, scheduled calibration audit, or unscheduled adjustment. Record both the setting used and the measured outcome - not just one or the other. Add rows as needed.

Date	Event Type	Technician / Auditor	Brew Temp Measured	Brew Temp In Range	Grind Setting Used	Grind Outcome	Dose Measured	Dose In Range	Descaling Performed	Water Filter Replaced	Out of Range Items	Corrective Action Taken	Compliance Status	Next Calibration Due
	☐ Service ☐ Audit ☐ Emergency ☐ Adjustment		°F	☐ Yes ☐ No		☐ Pass ☐ Fail	g	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No			☐ Compliant ☐ Non-compliant	
	☐ Service ☐ Audit ☐ Emergency ☐ Adjustment		°F	☐ Yes ☐ No		☐ Pass ☐ Fail	g	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No			☐ Compliant ☐ Non-compliant	
	☐ Service ☐ Audit ☐ Emergency ☐ Adjustment		°F	☐ Yes ☐ No		☐ Pass ☐ Fail	g	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No			☐ Compliant ☐ Non-compliant	
	☐ Service ☐ Audit ☐ Emergency ☐ Adjustment		°F	☐ Yes ☐ No		☐ Pass ☐ Fail	g	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No			☐ Compliant ☐ Non-compliant	
	☐ Service ☐ Audit ☐ Emergency ☐ Adjustment		°F	☐ Yes ☐ No		☐ Pass ☐ Fail	g	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No			☐ Compliant ☐ Non-compliant	
	☐ Service ☐ Audit ☐ Emergency ☐ Adjustment		°F	☐ Yes ☐ No		☐ Pass ☐ Fail	g	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No			☐ Compliant ☐ Non-compliant	

Current Approved Settings for This Location

Record the settings currently in use at this location that are producing compliant outcomes. These settings are location-specific - they are not the portfolio standard and should not be applied to other locations without independent verification.

Parameter	Current Setting	Last Verified	Verified By	Next Verification Due
Brew temperature setting				
Grind setting				
Dose setting				
Brew time / cycle setting (if programmable)				
Water filter replacement interval for this location's volume				
Descaling interval for this location's water hardness				

Location-Specific Notes

Record any location-specific conditions that affect calibration - water hardness, ambient temperature patterns, equipment age issues, or other factors that explain why this location's settings differ from others in the portfolio.

Duplicate this Location Calibration Record section for each location in the portfolio.

PART 3: PORTFOLIO ALIGNMENT SUMMARY

Use this section to track compliance status across all locations simultaneously. Review monthly during peak season and quarterly during off-peak periods. A location showing consistent non-compliance or escalating calibration frequency is a location whose equipment condition or service relationship needs attention.

Monthly Portfolio Compliance Summary

Complete at the end of each month. Flag any location that was non-compliant at any point during the month for follow-up before the next review. Add rows as needed.

Location	Last Calibration Date	Brew Temp Compliant	Grind Outcome Compliant	Dose Compliant	Overall Compliance	Months Since Last Service	Notes
		☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	☐ Compliant ☐ Non-compliant		
		☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	☐ Compliant ☐ Non-compliant		
		☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	☐ Compliant ☐ Non-compliant		
		☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	☐ Compliant ☐ Non-compliant		
		☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	☐ Compliant ☐ Non-compliant		

Portfolio Compliance Rate

Metric	This Month	Prior Month	Trend
Total locations reviewed			
Locations fully compliant			↑ / ↓ / Stable
Locations with one or more non-compliant parameters			↑ / ↓ / Stable
Portfolio compliance rate	%	%	↑ / ↓ / Stable
Average months since last calibration service across portfolio			↑ / ↓ / Stable

Pattern Flags - Investigate Further When You See:

- ☐ Same location non-compliant on brew temperature across two or more consecutive months - likely indicates scale accumulation on heating element requiring descaling or service, not a calibration adjustment
- ☐ Same location non-compliant on grind outcome despite setting adjustments - likely indicates burr wear that setting adjustments cannot compensate for; burr replacement may be needed
- ☐ Portfolio compliance rate declining through summer months - common in Southeast operations where ambient heat accelerates scale accumulation and calibration drift; increase service frequency for highest-volume locations
- ☐ Location compliant immediately after service but non-compliant within 4-6 weeks - indicates underlying equipment condition issue that calibration alone is not resolving; service vendor needs to investigate root cause
- ☐ Multiple locations non-compliant on the same parameter simultaneously - may indicate a product-level change (new coffee lot, roast profile change) that requires portfolio-wide recalibration rather than individual location adjustments

PART 4: STAFF SHIFT-START QUALITY CHECK

This is the field-level check that staff complete at the start of each shift to confirm coffee equipment is producing compliant product before the first cup is served to a customer. It does not replace calibration - it is the early warning system that catches drift between calibration events.

Shift-Start Check - Complete Before First Cup Is Served

Step	Check	Pass / Fail	Action if Fail
1	Equipment confirmed at operating temperature before first brew - no unusual delay in reaching temperature compared to normal warm-up	☐ Pass ☐ Fail	Contact manager or service coordinator same shift
2	Grinder purged of stale grounds - fresh grounds only in dose chamber	☐ Pass ☐ Fail	Purge grinder and recheck
3	Water filter confirmed within replacement interval - not past due date for this location's volume	☐ Pass ☐ Fail	Replace filter before serving
4	First brewed cup tasted and confirmed acceptable - full body, no sourness, no bitterness, aroma present, temperature hot	☐ Pass ☐ Fail	Do not serve - contact manager for calibration check
5	No unusual sounds from grinder during operation - no grinding or rattling suggesting burr wear	☐ Pass ☐ Fail	Flag for service vendor - continue monitoring
6	All brewed coffee confirmed within hold time limits at shift start - any product past limit discarded before service begins	☐ Pass ☐ Fail	Discard and brew fresh

Shift-start check completed by: _____ Time: _____ Date: _____

Any failed step that is not resolved at shift start must be reported to the district manager or operations leader before the shift continues serving coffee.

PART 5: SERVICE PROVIDER CALIBRATION STANDARDS

Use this section to confirm that your service provider is calibrating to outcome standards rather than setting standards, and documenting their work in a format that supports portfolio-level alignment.

Service Provider Calibration Requirements

These requirements should be reflected in any service agreement covering coffee equipment. A service provider who cannot confirm these requirements in writing before a service visit is a service provider whose calibration work may not support portfolio-wide standardization.

- ☐ Service provider confirms they will measure and document actual brew temperature at point of brewing - not read from equipment display
- ☐ Service provider confirms they will calibrate grind to produce an acceptable extraction outcome - not simply reset to a prior setting position
- ☐ Service provider confirms they will measure and document dose output - not assume the programmed setting is delivering the correct dose
- ☐ Service provider confirms they will descale equipment when scale accumulation is identified as affecting brew temperature - not defer to a calendar-based interval if measurement indicates the need is earlier
- ☐ Service provider confirms they will document all measurements and settings in writing after every visit - in a format accessible to the facility management team, not stored only in vendor records
- ☐ Service provider confirms they will flag any location where equipment condition prevents achieving the portfolio outcome standard - not calibrate as closely as possible without noting the gap

Post-Service Verification

After every service visit, confirm the following before closing the service event:

- ☐ Written service report received with actual measured brew temperature documented
- ☐ Grind setting used at this visit documented and outcome (pass / fail) documented
- ☐ Dose measurement documented
- ☐ Any items descaled, replaced, or adjusted documented with before and after measurements where applicable
- ☐ Any equipment condition findings documented with recommended follow-up action and timeline
- ☐ Location Calibration Record in Part 2 updated with this visit's data

PART 6: ANNUAL STANDARDIZATION PROGRAM REVIEW

Complete once per year before peak season - ideally in March or April before the Southeast summer puts maximum demand on coffee equipment and staff.

- ☐ Portfolio-wide outcome standards in Part 1 reviewed and confirmed current - any brand standard changes updated before peak season calibrations begin
- ☐ All location calibration records in Part 2 reviewed - gaps in documentation identified and service visits scheduled to fill them before peak season
- ☐ Portfolio compliance summary reviewed for prior year - locations with recurring non-compliance identified and root cause investigated before peak season
- ☐ Service provider calibration requirements confirmed in writing - scope confirmed to include outcome measurement and documentation as specified in Part 5
- ☐ Pre-peak season calibration service scheduled for all locations - Tier 1 highest-volume locations prioritized for earliest completion
- ☐ Staff shift-start check procedure confirmed posted at equipment at all locations - not stored in training materials that staff do not access during shifts
- ☐ Water filter replacement intervals reviewed for all locations - adjusted where summer volume has historically exceeded standard replacement schedules
- ☐ Descaling intervals reviewed for Southeast locations with hard water - confirmed appropriate for summer scale accumulation rates at each location
- ☐ Any equipment flagged as unable to achieve outcome standards - confirmed in replacement planning before peak season