



AUSTIN GALANO CLUB
Serving LGBTQIA+ and Allies in Recovery

Coffee Bar Handbook



Rev. 1/20/2023

Coffee Bar
Handbook
Page
1



Mission Statement

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.

Besides your regular shifts at the Coffee Bar, remember as trained Galano members or volunteers, you can always help if you see something that needs to be done. Whether it's working at the coffee bar or locking up the building at night, your help is important. The Austin Galano Club does well because we all work together and do our part.

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 LGBTQIA +Allies in 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.

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 Meeting Schedule, found hanging on the wall above the register. Please encourage all members if needed to take a copy of the Meeting Schedule found at the entrance.

Opening Procedures -For volunteers working weekdays 5:30pm – 7:30pm, weekends 9:30am-11:30am

- ✓ Unlock and slide gates open entirely, then lock one gate to be entirely open with chain and padlock and re-jumble the lock combination.
- ✓ Turn on lights!
- ✓ Unlock the front door so it just pushes open.
- ✓ Make Coffee.
- ✓ Check water dispenser-Fill with sink water and ice.
- ✓ Empty Metal trashcans filled with Protein bars, Chips, and Candy into the 3 baskets on the counter or under the counter.
- ✓ Empty dishwasher if clean.
- ✓ Turn on the stereo in the lounge and play Pandora or Spotify from IMac. You are welcome to play music from your personal devices while working at the coffee bar. However, all music must be appropriate for a professional setting, free from offensive language, and suitable for all customers.
- The Bluetooth name to the stereo is “The Beats.”)
- ✓ Wipe down tables in the lounge area.
- ✓ THANK YOU FOR YOUR SERVICE!!!

Closing Procedures -For volunteers working weekdays & weekends 7:30pm – 9:30pm.

Note: If closing a night when there is a meeting starting at 9pm or later, there will be no need to lock up the club. Closing the coffee bar is the only thing that is your responsibility.

If there is a 9pm or later meeting, anyone left in the lounge area must either attend that meeting or leave.

- ✓ Stock the front fridge with drinks from the large back fridge.
- ✓ Check restroom stock & turn off restroom lights.
- ✓ Use leftover coffee to fill ice coffee pitches in the big back fridge.
- ✓ Dispose of unused coffee and clean carafes.
- ✓ Empty the water dispenser and clean it if needed.
- ✓ Turn off the Pandora music in the Lounge area.
- ✓ Place all chips, candy, and protein bars in designated metal cans and place baskets under the counter.
- ✓ Wipe down counters.
- ✓ Wipe down tables in the Lounge area.

- ✓ Check trash cans inside and out and take them to bins in the parking lot if needed.
- ✓ Load the dishwasher with used coffee cups and run the dishwasher (pods are under the sink).
- ✓ Turn off the coffee bar lights and light switches that say “Yes” in the hallway.
- ✓ Check all meeting rooms for any people, also turn off lights if not off.
- ✓ Check Emergency Exits in both the large meeting room and next to the men's room to ensure they are securely closed.
- ✓ Lock the front door.
- ✓ Turn off the Coffee Bar lights.
- ✓ Exit the side door near the coffee bar and press the middle lock button.
- ✓ Unlock the Opened gates and slide them closed.
- ✓ Lock gates with the padlock – PLEASE make sure the combination is re-jumbled.
- ✓ THANK YOU FOR YOUR SERVICE!!!

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:

Mara 512/765.5405

Self-Serve Mode

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

There is a small sign and like “table topper” holder that says self serve. Please place the sign onto the counter visible for members.

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 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.

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 fourdigit 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:

Mara R. 512/765.5405

Andy B. 210/319.8113

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.

How to Make HOT Coffee

Place the carafe under the coffee machine. The coffee filters are located either right on top of the coffee machine or in the cabinet labeled coffee. There are individual packs of coffee located in the coffee cabinet as well. At times, we are out of the individual packets and are using Kirkland coffee bags. When we are using the Kirkland bags, the amount required to brew a full carafe of coffee is just 1 scoop that should be in or near the coffee bag. Load the coffee and press the “full” button on the top of the coffee machine.

Coffee details

Every member that pays for a cup of coffee, may have 1 additional free refill.

ICED Coffee

Located in the big fridge in blue top plastic containers. Just simply use a solo cup full of ice to serve.

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.

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.**

If a customer does not need their change and pays with cash, please record the change as a donation to the Austin Galano Club, or their group choice.

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.)

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.

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 wipe down all 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.

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.”

Mara R. is our Club Manager with responsibility for the Coffee Bar. Please feel free to contact her with suggestions and concerns.

mara.r@austingalano.org

512/765.5405