

ESPRESSO CRAFT · LEVEL 2

Certification Workbook Cohort 24-C

Four practical modules and one assessed shift on the training bar. You write in this workbook as you go — the dial-in logs, the tasting scores and the practice records are part of what your assessor marks on Thursday, and they stay with you afterwards as the method you take back to your own store.

CONTACT HOURS	21 hours over 4 days
BAR TIME	13 of those 21 hours
GROUP SIZE	6 baristas, 2 machines
PREREQUISITE	Level 1, or 3 months on bar
ASSESSMENT	Thu 9 April, 11:00

WHO THIS IS FOR

- Baristas who can already make the drink and now want to say why it tastes as it does
- Shift leads who dial in for other people and get asked to explain the setting
- Anyone moving to a store that runs two blends and a filter bar side by side

WHAT YOU LEAVE WITH

- A Level 2 certificate, valid 24 months, recorded against your employee number
- A dial-in method you can hand to anyone else rostered on your bar
- The words to describe a shot to a roaster and be understood first time

Every shot here is weighed, timed and tasted.
Nothing on this bar is “about right”.

TRAINING & QUALITY

Northwind Coffee Roasters · Training Bar, 1180 South East Division Street, Portland, Oregon
97202 · Workbook NW-L2-24C, issued March 2026

THIS WORKBOOK BELONGS TO

NAME

STORE AND ROLE

STORE MANAGER

DATE STARTED

DATES

6–9 April 2026, 07:30–13:00

VENUE

Northwind Training Bar, Division Street

FACILITATOR

Riley Thompson, Training & Quality Lead

ASSESSOR

Ava Cruz, Head of Coffee

COHORT

24-C · six baristas, four stores

·	How this workbook works	p 2
01	Grind, dose and distribution	p 3
02	Extraction and taste	p 4
03	Milk texture and the pour	p 5
04	Service under load	p 6
A	Practical assessment record	p 7
·	What happens next	p 8

ON THE TRAINING BAR THIS WEEK

Ridgeline Blend

18.0 g in, 36 g out · 26–30 s · 93 °C · roasted 30 March

Cascade Filter, Yirgacheffe lot 4

22 g in, 360 g out · 3:15 · 94 °C · batch brewer only

Oat barista

6 oz takes 140 ml · 12 oz takes 260 ml · off at 62 °C

TO PASS

All twelve assessment criteria met on the day, plus a completed dial-in log for at least three consecutive shifts. One refer is allowed and can be re-sat within 30 days at any Northwind training bar, without repeating the course.

ORIENTATION

How this workbook works

READ BEFORE DAY ONE 15 MINUTES BRING IT TO EVERY SESSION

This is a working document, not a handout. Every module gives you a worked example with real numbers, then the same shape blank to fill in on the bar. Those blanks are the evidence your assessor marks on day four.

FOUR THINGS TO GET RIGHT

HOUSEKEEPING

Weigh everything	Dose in, liquid out, every shot, all four days. A scale on the drip tray is not optional on this course — an eyeballed dose makes every other number on the page meaningless.
Change one thing	Move grind, or dose, or yield — never two at once. If two variables move you have no idea which one fixed the shot, and neither does your assessor.
Taste out loud	Say what you taste before you look at the timer. Sour, sweet, bitter, thin, drying, clean — six words, used the same way by everyone on the bar.
Write it wet	Fill the log while the cup is still in your hand. Notes written at the end of a shift all say "tasted fine", which is why they are worth nothing.

PROGRAMME MAP

FOUR DAYS · DIVISION STREET

DAY	MODULE	ON THE BAR YOU WILL	BAR TIME
Mon 6	1 · Grind & dose	Dial in Ridgeline Blend from cold, then repeat it blind on the second grinder	3 h 30
Tue 7	2 · Extract & taste	Cup four shots pulled to four different recipes and score them against the grid	3 h 00
Wed 8	3 · Milk & pour	Texture whole and oat to the same standard; 40 pours, half of them judged	3 h 30
Thu 9 am	4 · Service	Run the 08:15 rush simulation twice, then reset the station to the checklist	2 h 00
Thu 9 pm	A · Assessment	Twelve criteria, assessed live at the machine by Ava Cruz	1 h 00

THE SIX WORDS

USED THE SAME WAY BY EVERYONE ON THE BAR

Sour Acid with no sweetness behind it. Almost always a shot that stopped too early.	Sweet The sugar you can taste once the extraction is even across the puck.	Bitter Dry and chalky at the back of the tongue. Too far, not too strong.
Thin No weight in the mouth; the middle of the sip is missing.	Drying The finish grips. Over-extracted, or beans well past their date.	Clean Nothing left behind after you swallow. What you are aiming for.

HOW YOU ARE ASSESSED

PASS MARK: EVERY CRITERION MET

COMPONENT	WHAT IS BEING JUDGED	WEIGHT
Practical, at the machine	Twelve criteria on page 7, marked live	60%
Completed workbook	Dial-in log, tasting grid and practice record	25%
Fault finding, verbal	Three blind shots, named and corrected	15%

BRING WITH YOU ON MONDAY

TICK BEFORE YOU LEAVE THE HOUSE

- ☐ Your own tamper and distribution tool, if you use them on your own bar
- ☐ Apron, closed shoes and hair tied back — you are on bar from 08:00 on day one
- ☐ A pen that still writes on a wet page, and your store's current recipe card

IF YOU ARE REFERRED

A refer is not a fail — you keep every criterion you met and re-sit only the rest. Talk to **Riley Thompson** before Thursday; the April slots fill in a week.

MODULE 01

Grind, dose and distribution

MONDAY 6 APRIL 3 H 30 ON BAR RIDGELINE BLEND · ROASTED 30 MARCH

BY THE END OF THIS MODULE YOU WILL BE ABLE TO

- ☐ Dial a known blend from cold to the recipe window inside four attempts
- ☐ Hold dose to ± 0.3 g and yield to ± 1 g across six consecutive shots
- ☐ Say what you changed and why, in one sentence, after every attempt

WORKED EXAMPLE — RIDGELINE BLEND FROM COLD

RECIPE: 18 G IN · 36 G OUT · 26–30 S

#	GRIND	DOSE	YIELD	TIME	WHAT IT TASTED LIKE	WHAT CHANGED NEXT
1	4.2	18.0 g	36.0 g	19 s	Sharp up front, thin body, drying finish	Grind finer, hold dose
2	3.8	18.0 g	36.2 g	24 s	Sweeter, but hollow through the middle	Grind finer again
3	3.5	18.0 g	36.0 g	28 s	Caramel, red apple, clean finish	In the window — hold
4	3.2	18.0 g	35.8 g	33 s	Bitter, ashy, coats the tongue	Too far — back to 3.5

Only the grind moved, so every difference in the cup belongs to one variable. Attempt 4 is deliberately past the window — **find the far edge once**.

YOUR TURN — DIAL-IN LOG

FILL AT THE MACHINE, NOT AFTERWARDS

#	GRIND	DOSE	YIELD	TIME	WHAT IT TASTED LIKE	WHAT CHANGED NEXT
1						
2						
3						
4						
5						
6						

DISTRIBUTION — TICK WHAT YOU ACTUALLY DID

EVERY SHOT IN THE LOG ABOVE

- ☐ Grounds levelled right out to the wall of the basket, not just across the middle
- ☐ Tamp judged on the puck edge in the basket, not on how the surface looks
- ☐ Nothing knocked or tapped after the tamp — a cracked puck channels every time

WHY THE FIRST DOSE OF THE DAY LIES

The grinder holds one to two grams of yesterday's coffee in the chute. **Purge 10 g and throw it away** before you weigh anything, or your first three doses read light and you spend twenty minutes chasing a problem that was never there.

Which attempt would you serve, and what would you tell the next barista on shift?

One sentence. Name the setting, the window and the thing you would watch for.

MODULE 02

Extraction and taste

TUESDAY 7 APRIL 3 H 00 ON BAR FOUR SHOTS, ONE BLEND, CUPPED BLIND

BY THE END OF THIS MODULE YOU WILL BE ABLE TO

- Score a shot on six attributes and defend the score out loud
- Name under-, correct and over-extraction blind, three times out of three
- Choose the first correction to make, and say what you expect it to do

SCORE THE FOUR SHOTS

1 = ABSENT · 3 = BALANCED · 5 = DOMINANT

SHOT, AS PULLED	ACIDITY	SWEETNESS	BODY	BITTERNESS	BALANCE	FINISH
A · 18 g in, 36 g out, 22 s						
B · 18 g in, 36 g out, 27 s						
C · 20 g in, 36 g out, 27 s						
D · 18 g in, 46 g out, 27 s						

All four came off the same grinder setting within eleven minutes of each other. **Score before you are told which is which** — the sheet with the recipes stays face down until every cup on the bench has six numbers against it.

NOW NAME THEM

WRITTEN BEFORE THE RECIPES ARE TURNED OVER

SHOT	UNDER, CORRECT OR OVER?	HOW YOU KNEW — WHAT WAS IN THE CUP	FIRST THING YOU WOULD CHANGE
A			
B			
C			
D			

FAULT FINDING — THE FIVE YOU WILL MEET

REFERENCE · KEEP IT ON THE BAR

WHAT YOU TASTE	WHAT IT USUALLY MEANS	FIRST THING TO CHANGE
Sour and thin, gone quickly	Under-extracted, or the water found a channel and left early	One step finer; hold dose and yield
Bitter and drying, lingers	Over-extracted, or the basket is overfull for the yield	One step coarser, or cut yield by 2 g
Sweet but hollow in the middle	Uneven bed — the puck was not level before the tamp	Redistribute, then tamp flat
Different every single shot	The dose is drifting, usually a retention or a levelling habit	Weigh every dose for one full shift
Flat and papery, no sparkle	Beans past 21 days, or the group ran cold after a long idle	Check the roast date; purge and re-temp

CUP IT WARM, NOT HOT

Espresso moves fast in the cup. **Score between 60 and 90 seconds after the shot ends** — past two minutes the acidity flattens out and every cup on the bench starts to taste like the one next to it.

MODULE 03

Milk texture and the pour

WEDNESDAY 8 APRIL 3 H 30 ON BAR WHOLE · OAT BARISTA · 12 OZ AND 6 OZ

BY THE END OF THIS MODULE YOU WILL BE ABLE TO

- Texture whole and oat to the same standard, judged in the cup and not in the jug
- Hold the pour between 60 and 65 °C without reaching for a thermometer
- Pour a symmetrical heart at 6 oz and one tulip, with contrast right to the rim

BEFORE YOU TOUCH A JUG

FIVE MINUTES, ON YOUR OWN

What goes wrong with your milk most often, and what have you been doing about it?

Be specific — "bubbles" is not an answer; "big bubbles in the last third of the pour" is.

THE THREE FAULTS WE SEE MOST

WORKED EXAMPLE

WHAT IT LOOKS LIKE	WHAT CAUSED IT	THE FIX, NEXT JUG
Coarse bubbles on the surface	Air was still going in past 37 °C, so nothing folded it back through	Stop the air at 37 °C, then fold it back in
Stiff foam that sits on top	Too much air and no whirlpool — the jug never moved	Half the stretch; steepen the wand and find the vortex
Thin, hot, no shine	No stretch at all in the first seconds, or taken past 68 °C	All the air in the first 3 seconds; pull off at 62 °C

PRACTICE RECORD — SIX JUGS

WHOLE MILK ×3 · OAT ×3

#	MILK	OFF AT °C	STRETCH S	TEXTURE 1-5	WHAT YOU WOULD CHANGE ON THE NEXT ONE
1					
2					
3					
4					
5					
6					

AFTER THE SESSION — SCORE YOURSELF

1 NOT YET · 4 WITH A PROMPT · 7 EVERY TIME

	1	2	3	4	5	6	7
I can hit 60–65 °C without reaching for a thermometer	☐	☐	☐	☐	☐	☐	☐
I can hear when to stop stretching, and I stop there	☐	☐	☐	☐	☐	☐	☐
I get the same texture from oat as I do from whole	☐	☐	☐	☐	☐	☐	☐
I can pour a symmetrical heart at 6 oz with contrast to the rim	☐	☐	☐	☐	☐	☐	☐

Compare this with what you wrote at the top of the page. What actually changed?

Almost all the milk this bar wastes is over-poured jugs, not failed texture — 6 oz takes 140 ml, 12 oz takes 260 ml.

MODULE 04

Service under load

THURSDAY 9 APRIL 2 H 00 ON BAR THE 08:15 RUSH, RUN TWICE

BY THE END OF THIS MODULE YOU WILL BE ABLE TO

- Sequence a nine-minute block so that no drink is left waiting on milk
- Reset the station to standard in under four minutes, without being asked
- Say what you drop first when the queue reaches the door — before it does

Forty-one drinks land between 08:15 and 09:00 on a Division Street weekday, and nineteen of them arrive inside one nine-minute block. Nobody gets faster by moving faster. Plan the block below before the simulation starts, then mark up what actually happened in the same grid.

PLAN THE BLOCK

WRITE IN PENCIL — YOU WILL REVISE IT AFTER RUN ONE

TIME	ON THE MACHINE	ON THE BAR	WHAT CAN WAIT UNTIL 09:15
08:00			
08:15			
08:30			
08:45			
09:00			

STATION RESET — AFTER EVERY RUN

ASSESSOR INITIALS EACH LINE ON THURSDAY

- ☐ Backflush both groups with water and wipe the screens with a group brush
- ☐ Pull and time one shot against the morning target before taking the next order
- ☐ Refill the hopper, and write the roast date on the hopper card
- ☐ Purge both steam wands, wipe them down, check the tips are clear
- ☐ Empty the knock box, rinse the drip tray, clear the grinder tray
- ☐ Restock 8 oz and 12 oz cups, lids and sleeves to the fill line
- ☐ Rotate the milk fridge — oldest to the front, anything short-dated to the top shelf

THE 09:15 RULE

Anything that is not a drink or a safety task waits until 09:15. **Restocking beans, wiping the back bar and answering the store phone** during a rush cost more in queue time than they ever save — and the queue is what the customer remembers.

One thing you will do differently on your next real shift — and how you will know it worked.

Something you can start on Monday without asking anyone's permission.

ASSESSMENT

Practical assessment record

THURSDAY 9 APRIL, 11:00

ASSESSOR: AVA CRUZ

MACHINE 2 · RIDGELINE BLEND

#	CRITERION	STANDARD TO BE MET	MET	REFER	INIT.
1	Machine set-up	Groups flushed; first shot within ± 1 °C of 93 °C	☐	☐	
2	Grinder calibration	Recipe window reached by the second attempt from cold	☐	☐	
3	Dose accuracy	Every dose within ± 0.3 g of 18.0 g across six shots	☐	☐	
4	Puck preparation	Bed level and even; tamp flat, no side channelling	☐	☐	
5	Espresso, three in a row	26–30 s, 36 ± 1 g out, no visible channelling	☐	☐	
6	Taste, blind	Under, correct and over named correctly, 3 of 3	☐	☐	
7	Milk — whole	No visible bubbles, 60–65 °C, poured inside 20 s	☐	☐	
8	Milk — oat barista	Same standard; no separation in the cup at the pass	☐	☐	
9	Latte art	Symmetrical heart and one tulip at 6 oz, contrast to the rim	☐	☐	
10	Workflow	Four drinks to the pass inside 4 minutes, bar left clean	☐	☐	
11	Waste	Under 3 discarded shots and under 200 ml milk across the sit	☐	☐	
12	Close-down	Wands purged after every jug; station reset to the checklist	☐	☐	

EVIDENCE HANDED IN WITH THIS RECORD

CHECKED BY THE ASSESSOR BEFORE THE SIT

- ☐ Dial-in log, page 3 — at least three consecutive shifts, all columns filled
- ☐ Tasting grid and naming table, page 4 — all four shots scored and named
- ☐ Practice record, page 5 — six jugs, with the confidence scale completed
- ☐ Rush plan, page 6 — marked up after both runs, not before

ASSESSOR NOTES

WRITTEN WITH THE CANDIDATE PRESENT

CRITERIA MET

___ of 12

OUTCOME

Pass / Refer

RE-SIT BY

9 May 2026

RECORD REF

NW-L2-24C-___

CANDIDATE

ASSESSOR

INTERNAL VERIFIER

SIGNED

SIGNED

SIGNED

PRINT

PRINT

PRINT

DATE

DATE

DATE

Ava Cruz

Riley Thompson

CLOSE

What happens next

FROM FRIDAY 10 APRIL NINETY DAYS THEN LEVEL 3 OPENS

YOUR THREE COMMITMENTS

WRITTEN ON THURSDAY · REVIEWED AT THE CHECK-IN

#	WHAT YOU WILL DO ON THE BAR	BY WHEN	WHO WILL NOTICE
1			
2			
3			

NEXT STEPS

DIARISE BEFORE YOU LEAVE ON THURSDAY

DATE	WHAT HAPPENS	WHO OWNS IT
Fri 17 April	First full shift of dial-in data logged in the store's shared sheet	You
Fri 24 April	Two pour photographs and one shot video sent to your assessor	You
Thu 7 May	Thirty-minute check-in with your store trainer — on bar, not in the office	Store trainer
Fri 15 May	Level 3 — Filter and Origin — applications close for the summer cohort	Training & Quality

BRING TO THE CHECK-IN

THURSDAY 7 MAY

- ☐ This workbook, with all four modules completed and the commitments marked
- ☐ Two weeks of your store's dial-in sheet, printed
- ☐ One shot you are still unhappy with, and everything you have already tried

KEEP READING

ALL FOUR ARE ON THE BAR TABLET

The Northwind Coffee Compendium	Internal, third edition — sections 4 (extraction) and 7 (milk) map to this workbook line for line
Quality note QN-12, Water and extraction	Why the Division Street bar runs a different recipe from Alberta Street, March 2025
Recipe cards, current	Every blend and single origin, updated each Monday — check before you dial in
Espresso Foundations	External and optional; its dial-in unit covers the same ground as Module 1 here

CERTIFICATE
NW-L2-24C-___VALID UNTIL
9 April 2028RE-ASSESSMENT
Every 24 monthsCOHORT
24-C · six baristas

QUESTIONS, RE-SITS AND LEVEL 3

Riley Thompson, Training & Quality Lead · riley.thompson@northwindroasters.com · +1 503 555 0148 · Northwind Training Bar, 1180 South East Division Street, Portland, Oregon 97202. Bar hours Tuesday to Thursday, 07:00–15:00 — walk in with the workbook and we will go through it with you.

1
GRIND
& DOSE2
EXTRACT
& TASTE3
MILK
& POUR4
SERVICE
UNDER LOADA
ASSESS-
MENT