

Know— how

*For your
coffee business*

Coffee Competence Centre

Portrait and courses offered

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360° coffee expertise

All-around perfect coffee – this is what 360° coffee expertise stands for. This includes the ideal coffee machine as well as essential knowledge about coffee. We impart this professional expertise in our Coffee Competence Centre (CCC) and provide you with support to make your coffee operations even more successful.

As a manufacturer of leading world-renowned coffee machines, we at Schaerer are fully fledged experts on coffee. We would like to share this knowledge with our customers and partners in our Coffee Competence Centre (CCC). The CCC has existed since 1999 and offers professional seminars as well as individualised consulting – for the best quality in the cup.

At Schaerer, we not only have the mission to manufacture high-end machines, but also to support our customers and partners – with 360° coffee expertise.

Where coffee specialists and coffee enthusiasts meet

For the people who work at Schaerer, coffee is more than just a job – it's a passion. This passion is accompanied by a desire for greater knowledge. Knowledge that begins far in advance of the coffee preparation process and goes well beyond coffee machine technology.

Green coffee, roasting, preparation, technology and market trends – we consider each and every facet of coffee and channel our knowledge into new developments and consulting for individual requirements.

In a range of modules that build on each other, the CCC gives you the opportunity to learn about the importance of the various quality factors in coffee preparation.

In addition to this, you will discover more about all the influencing factors in the processing chain as well as how to configure the right parameters and their effects on flavour and quality – all from a professional source.

The CCC provides individual support in identifying and selecting the right machine(s) for your coffee operations, training your employees (products, quality and machines) and/or establishing a great working relationship with your coffee roaster.

Together with you, we want to offer high-quality coffee beverages, courtesy of our qualified knowledge on all things around coffee – whether in a café or large-scale operation. The highest coffee quality means satisfied guests.

Learn from the specialist

True coffee expertise is composed of well-founded knowledge and many years of experience.

Just add a healthy dose of passion, and you will have perfectly described Monika Oeggerli, Schaerer Coffee Competence Trainer. Every coffee seminar with her is not only a valuable transmission of knowledge, but also a captivating

source of inspiration. As a result, you will see coffee with different eyes, or rather, perceive it with all senses.



Monika Oeggerli's expertise

Seventeen years in marketing (Product and Brand Manager),
4 years of which as Product Manager for Fair Trade Coffee and Cocoa

Two and a half years of international development work in marketing and
sales in a cocoa and coffee project in Bolivia

CAS qualification from "The Science and Art of Coffee"
at the Wädenswil/Zurich University of Applied Sciences

SCA Coffee Diploma with a focus on "Sensory Professional"
(SCA: Specialty Coffee Association)

CCC Trainer at Schaerer AG since September 2017

Board Member of SCA Schweiz since May 2019

Contact

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Coffee Competence Centre

Basic courses offered

360° Coffee Knowledge

One-day course

Introduction to the wide world of coffee: Basic knowledge about green and roasted coffee, coffee brewing and preparation as well as service recommendations. This one-day course can also be attended in individual modules.

Green Coffee and Processing

Course module 01

Here, we guide you through the fascinating world of coffee in its country of origin. This module is intended for participants who would like to get an introduction to coffee in the countries where it is grown. We show you the journey of the coffee from the flower right through to the green coffee. Information involving coffee varieties, different processing methods and current market data round out the module.

The Harmony of the Sensory Experience

Course module 02

In this module, we will dive into the exciting world of coffee as a sensory experience. In the course of two hours, the senses of taste and smell are roused and sensitised. Along with theoretical knowledge, several practical exercises are also offered in order to really experience the harmony between taste, aroma, mouthfeel and balance.

Coffee Refinement / Practical Roasting

Course module 03

In this module, you will learn about the basics of roasting. It illustrates how a roasting machine works and is operated, as well as what happens to the bean during the roasting process. Concepts such as Maillard effect, penetration, "first and second crack", quenching, roasting profiles, etc. are explained in the theoretical section and then brought to life with a roasting.

Introduction to Coffee Brewing

Course module 04

This module teaches participants about basic knowledge of coffee preparation. In addition, you will obtain fundamental information on water and its influence of coffee quality. A few tips as to how coffee quality can be optimised and/or maintained will also be discussed.



Advanced courses offered

The Sensory Experience in Theory and Practice

One-day course

Sensory perception is an important aspect of the coffee business. Based on the "360° Coffee Knowledge" basic course, this course teaches the skill of identifying the positive characteristics of coffee and coffee taste and how to differentiate, describe and assess the tastes and aromas of an espresso.

Machine Understanding

One-day course

Optimal coffee machine configuration presents both opportunities and challenges. The course illustrates the individual coffee machine parameter settings and explains how they have to be adjusted or corrected if the beverage does not taste good or no longer tastes good. Machinery maintenance and service for optimum customer satisfaction are additional topics in this course, as well as basic knowledge of milk and milk foam.



360° Coffee Knowledge

A great deal of knowledge in a compact package – from coffee cultivation in distant countries to the hardness level of the water used for coffee preparation. And all this is accompanied by practical exercises and useful tips.

As a participant, you will get insight into the world of coffee and the many factors which influence coffee quality. In both theoretical and practical seminar modules, you will acquire basic knowledge about the quality factors of green and roasted coffee, brewing and human beings. Even if you currently don't know a thing about coffee: This course offers support in the first step to this exciting topic.

Course content

Introduction to the multifaceted world of coffee. Basic knowledge about green coffee or the journey of the coffee from the flower right through to the green bean ready for shipping. Roasting demonstration: The process of aroma development and colour change from the green bean to the finished, roasted bean. Brewing coffee: How the bean "comes to life". Introduction to the senses: The versatility of coffee, grounds and brewing parameters as additional influencing factors. Attention and care as helpful virtues when striving for high coffee quality.

Course objectives

- Getting to know coffee as an extremely versatile product of nature.
- Knowing the numerous factors influencing the final beverage in the cup.
- Knowing how to keep coffee quality at a high level.



One-day course

Key information

Course duration

9:15 to 4:30 pm

Course size

4–6 participants

Course location

Coffee Competence Centre,
Schaerer AG in Zuchwil,
Switzerland

Course fee

CHF 380.00*

* plus VAT

Invoicing: Invoicing will be carried out following course confirmation via separate post.
The entire course fee will still be charged if you cancel within 7 days before the scheduled course date.
Insurance/liability: Insurance coverage (liability, accident, etc.) is at the discretion of the participants. Schaerer AG accepts no liability.
Knowledge: No previous knowledge required.

Green Coffee and Processing

From the flower of the coffee plant to the export of the beans: In this course module, you get insight into the origin of coffee and the production processes in the cultivating countries.

We will show you the different phases and steps in coffee production from A to Z. This includes a coffee tasting as well as information on coffee varieties, different processing methods and quality control in the growing region and current market conditions.

Course content

An overview of the types of coffee and the most important origin countries and growing regions, supplemented with relevant market figures. Basic knowledge about growing, harvesting and processing methods is illustrated, and we give you the opportunity to experience coffee with all your senses in a coffee tasting. Facts and figures on quality control and storage in the country of origin as well as on green coffee beans ready for shipment.

Course objectives

- Knowledge of the development and versatility of (green) coffee.
- Perception and sensory experience of the diversity of coffee types and their aromatic and flavour nuances.
- Heightened awareness of coffee as a natural and gourmet product.

Invoicing: Invoicing will be carried out following course confirmation via separate post. The entire course fee will still be charged if you cancel within 7 days before the scheduled course date.
Insurance/liability: Insurance coverage (liability, accident, etc.) is at the discretion of the participants. Schaerer AG accepts no liability.
Knowledge: No previous knowledge required.



Course module

01

Key information

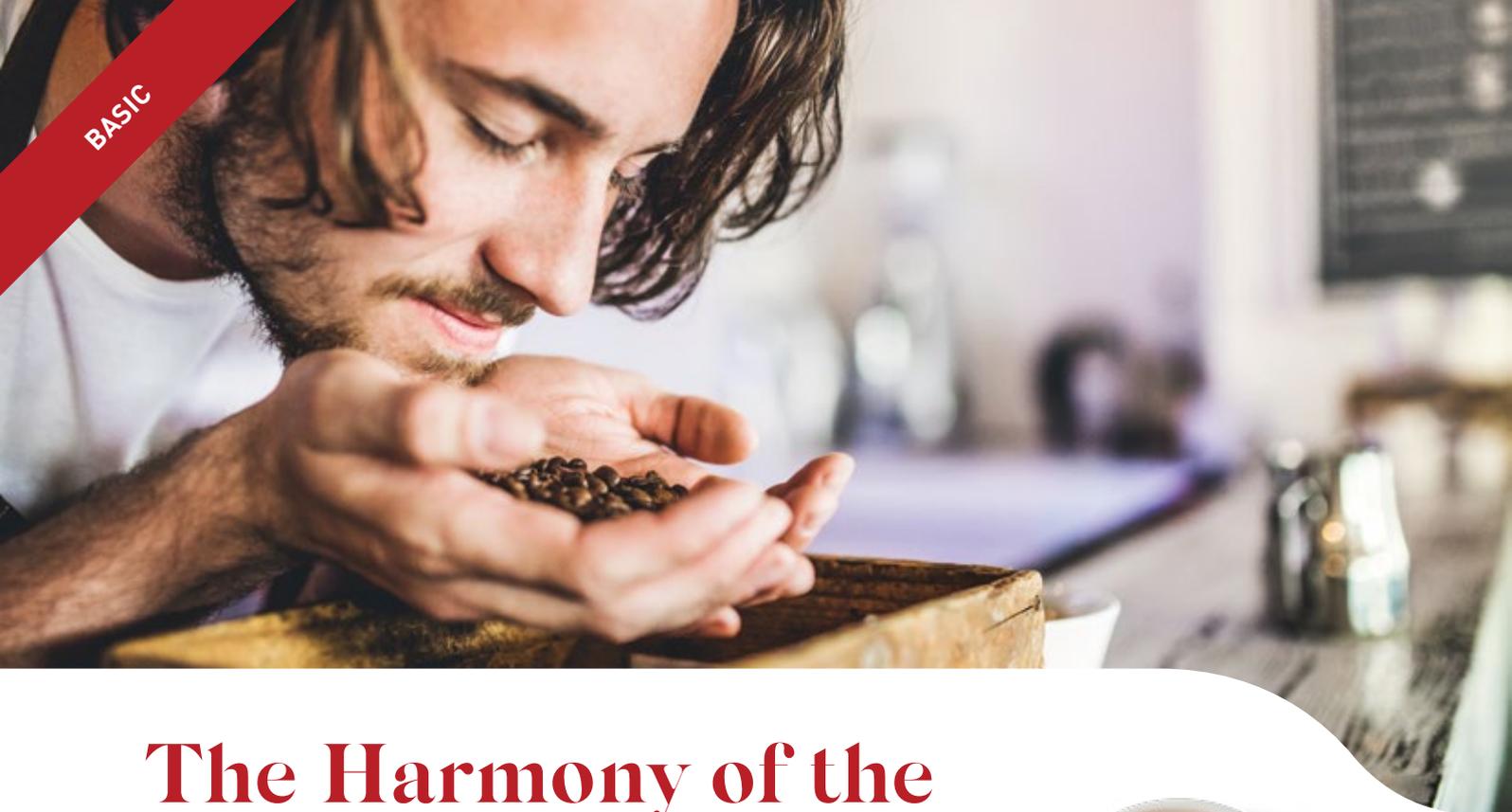
Course duration
approx. 2 hours

Course size
4–6 participants

Course location
Coffee Competence Centre,
Schaerer AG in Zuchwil,
Switzerland

Course fee
CHF 150.00*

* plus VAT



The Harmony of the Sensory Experience

Artisanry, paired with the necessary theory, is in demand here: Using different practical exercises, you can experience the harmony between taste, aroma, mouthfeel and balance on our premises.

An introductory course in the most literal sense of the word: In this two-hour course, you will acquire sensory knowledge; in particular, your senses of taste and smell will be honed. In practical exercises, you will learn the difference between these two aspects and how differently they are perceived.

Course content

Theoretical knowledge of the senses and the associated sensations. Practical exercises: What do the mouth and tongue experience, what happens ortho- and retronasally when enjoying coffee? Learn to differentiate and name these effects with experiments. Coffee tasting with coffees from different growing regions and with different processing methods.

Course objectives

- Getting to know the coffee senses in all their diversity.
- Acquiring the ability to differentiate between and explain aroma/flavours and taste.
- Being able to sense the different aromas and tastes in coffee.



Course module

02

Key information

Course duration
approx. 2 hours

Course size
4–6 participants

Course location
Coffee Competence Centre,
Schaerer AG in Zuchwil,
Switzerland

Course fee
CHF 150.00*

* plus VAT

Invoicing: Invoicing will be carried out following course confirmation via separate post. The entire course fee will still be charged if you cancel within 7 days before the scheduled course date.
Insurance/liability: Insurance coverage (liability, accident, etc.) is at the discretion of the participants. Schaerer AG accepts no liability.
Knowledge: No previous knowledge required.



Coffee Refinement and Practical Roasting

You will learn the basics of roasting here. You will learn what happens to the bean during roasting. And you will learn how a roasting machine works and is operated.

Do you know what Maillard effect, penetration, "first and second crack" and quenching mean? Does the term heat transfer mean anything to you? How about roasting cycle, roasting profile and degree of roasting? We will give you an understanding of these terms and their meanings in the first part of this module. In the second part, you will get to start roasting.

Course content

Explanation of a wide variety of terms having to do with refinement of coffee beans and the roasting process. The interaction between energy supply, temperature profile and roasting duration and their effect on taste and aroma. Which levels of roasting are suitable for which beverages, which properties do a dark or light roast have? What are the most important roasting processes and roasting systems? Practical section: Roasting your own coffee or espresso.

Course objectives

- Understanding the roasting process from the beginning to end.
- Recognising the importance of the roast and the associated challenges and opportunities.
- Knowing which degree of roast is appropriate for which beverage.
- Trying to roast your own coffee.



Course module

03

Key information

Course duration
approx. 2.5 hours

Course size
4–6 participants

Course location
Coffee Competence Centre,
Schaerer AG in Zuchwil,
Switzerland

Course fee
CHF 200.00*

* plus VAT

Invoicing: Invoicing will be carried out following course confirmation via separate post. The entire course fee will still be charged if you cancel within 7 days before the scheduled course date.
Insurance/liability: Insurance coverage (liability, accident, etc.) is at the discretion of the participants. Schaerer AG accepts no liability.
Knowledge: No previous knowledge required.

Introduction to Coffee Brewing

In this module, you will learn basic skills for “comme il faut” coffee preparation. You will get to know all respective quality factors needed to brew coffee.

Which brewing methods are there? How do the common grinder types differ? What is a grinding level? How important is water quality for a good cup of coffee, and how do machine settings contribute to this? You can judge for yourself in a tasting.

Course content

Different brewing methods, grinder types and grinders. Grinding, grinding level as well as general configuration of a fully automatic machine. Individual machine parameters and their influence on cup quality. Verification of the learned material with a tasting. Relationships between water and coffee quality. Recommendations on quality control of coffee beverages and the regular cleaning of your coffee machine.

Course objectives

- Knowing the different brewing methods, knowing the importance of the right grinding/grinder and the correct grinding level.
- Knowing the influence of water on the taste of the coffee beverage as well as the ideal water quality for coffee.
- Awareness of the importance of correct coffee machine maintenance and cleaning.

Invoicing: Invoicing will be carried out following course confirmation via separate post. The entire course fee will still be charged if you cancel within 7 days before the scheduled course date.
Insurance/liability: Insurance coverage (liability, accident, etc.) is at the discretion of the participants. Schaerer AG accepts no liability.
Knowledge: No previous knowledge required.



Course module

04

Key information

Course duration
approx. 3.5 hours

Course size
4–6 participants

Course location
Coffee Competence Centre,
Schaerer AG in Zuchwil,
Switzerland

Course fee
CHF 180.00*

* plus VAT



The Sensory Experience in Theory and Practice

Dive into the sensory coffee experience: How does coffee smell and taste? How can the corresponding sensations be accurately described or defined?

In the sensory experience one-day course, you will be taught to identify the positive characteristics of coffee and to differentiate, describe and assess the tastes and aromas of espresso. You will obtain specialised knowledge and get the chance to do practical exercises. The sensory experience is an important requirement for competent communication about coffee.

Course content

Deeper knowledge about coffee sensations. Sensory basics as well as knowledge about taste, aromas, body and balance, both in theory and practice. Detailed description and assessment of coffee.

Course objectives

- Knowing and understanding the difference between the subjective and objective assessment of coffee as a beverage.
- Knowing how and for what purpose sensory methods are applied.
- Being able to better identify, name and assess the positive characteristics of the coffee and its flavour.

Invoicing: Invoicing will be carried out following course confirmation via separate post. The entire course fee will still be charged if you cancel within 7 days before the scheduled course date.
Insurance/liability: Insurance coverage (liability, accident, etc.) is at the discretion of the participants. Schaerer AG accepts no liability.
We recommend first attending the basic "360° Coffee Knowledge" course.



One-day course

Key information

Course duration
9:15 to 4:30 pm

Course size
4–6 participants

Course location
Coffee Competence Centre,
Schaerer AG in Zuchwil,
Switzerland

Course fee
CHF 380.00*

* plus VAT



Machine Understanding

Only those who understand the coffee machine can correctly use it. This starts with the basic settings and ends with perfect machine maintenance.

A professional course for anyone who wants precise knowledge on how to correctly configure a fully automatic machine. Theoretical knowledge will be taught and the opportunity to directly apply this knowledge will be provided. Optimally configuring and selecting the parameters to take full advantage of the coffee machine options: This is the goal.

Course content

Explanation of the procedure for configuring a coffee machine, practical session on the fully automatic machine. Correct configuration of the grinding level, changing the temperature. Demonstrating and practising together how the quality of the beverage is tasted and checked. Machine maintenance and service tips. The topic of milk and milk foam will also be discussed.

Course objectives

- Knowing the individual parameter settings on the coffee machine as well as what impact they have.
- Knowing how to configure/correct the machine if the beverage does not taste good or no longer tastes good.
- Knowing the most important measures for correct machine maintenance.
- Achieving a level of service expertise which makes it possible to serve the perfect beverage.

Invoicing: Invoicing will be carried out following course confirmation via separate post. The entire course fee will still be charged if you cancel within 7 days before the scheduled course date.
Insurance/liability: Insurance coverage (liability, accident, etc.) is at the discretion of the participants. Schaerer AG accepts no liability.
We recommend first attending the basic "360° Coffee Knowledge" course and/or the advanced "Sensory Experience in Theory and Practice" course.



One-day course

Key information

Course duration

9:15 to 4:30 pm

Course size

4-6 participants

Course location

Coffee Competence Centre, Schaerer AG in Zuchwil, Switzerland

Course fee

CHF 380.00*

* plus VAT