

fish river  
roasters  
coffee co.



# PHILOSOPHY

At Fish River Roasters our coffee philosophy is simple: source the finest coffee beans we can and work out a way to roast them that brings out the most in every bean. This cycle of roasting, tasting and refining ensures every single bag of coffee represents the very best we can do.

Our performance in coffee competitions over the years shows this is a system that pays off. But excellent coffee is more than accumulating awards; it starts with a partnership between us and the businesses we supply. What's good for your café is good for our coffee business, which means we are absolutely focused on helping you make the best coffee possible. Our staff are seasoned hospitality professionals, who have managed or worked in cafés and restaurants; and this pool of collective knowledge and operational know-how is an invaluable resource for our clients. From supplying award-winning beans, and state-of-the-art equipment; to staff training and machine maintenance, we offer our experience and support, so your customers can enjoy each and every cup.

We work to minimise our environmental footprint, with highly efficient infra-red burner technology in our roasters, LED lighting throughout our premises and recycling our packing and materials. We also choose to partner with packaging companies that promote sound environmental practices.

Into the future we will activate plans to become carbon neutral through tree planting projects in our local area and by installing solar panels to produce most of our electricity ourselves.

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Peter Harrison



# OUR STORY

Fish River Roasters is a boutique coffee business owned by Peter and Sonia Harrison. We are located in Bathurst NSW and have been operating since 2006.

Our aim is to roast great coffee and build relationships with dedicated, passionate café owners, managers and their staff.

Our coffee has now won 37 medals in national coffee competitions, demonstrating not just high-quality coffee roasting, but consistency over time.

Fish River Roasters coffee comes in various blends and single origins and we also offer high-grade loose-leaf teas, chai powder, drinking chocolate, sugar, syrups as well as branded eco-friendly takeaway cups and lids.

All roasting and production is done onsite at our bespoke factory in Bathurst. Our dedicated team are continually refining the art of roasting with continued learning, cupping and espresso tasting all very much part of the process.

An integral part of the Fish River Roasters service is providing and maintaining coffee equipment. To this end we run a scheduled preventative maintenance programme on all equipment we supply. Equipment is either loaned or leased, depending on the volume of coffee purchased.

We also train our customers baristas either on site at their café or in our training room here at fish river HQ. Over the years we have trained 100s of baristas and have developed customised programmes that can rack progress across all skill levels.

Our approach is to offer an all-round service which includes café consultancy. This aims to help cafes improve their systems, service, atmosphere, and ultimately profitability. This service is unique to our coffee roasting business and is perfect for ambitious café owners keen to get the whole package right.

After years of running our own cafés we wanted to create a coffee company that we, as café owners, would have wanted to work with. As a result, we make all aspects of our business work around our café customers. This shows in our streamlined ordering systems, which are customised to suit your hours, through to our scheduled servicing of your machine. Our office is open Monday to Friday during business hours and we have an emergency number for out-of-hours equipment or coffee emergencies.

Gavin Paine | Jo Christie | Peter Harrison | Todd Nixon



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# ROASTING & PACKING

Our head roaster, Jo Christie, has been with fish river since 2009. Jo and Peter Harrison decide on roast profiles and blend recipes. Jo also looks after quality control, green bean ordering and coordinates the roasting team of Gavin Paine and Todd Nixon.

With the aid of a laser colour reader and strict roast profiling documentation, Jo keeps our coffee at a consistent, high, quality level. The final testing is done at our regular coffee cupping and tasting sessions. Each time we roast and blend our coffees a batch sample is kept. We can then taste these samples to ensure consistency from roast to roast.

We roast on a Diedrich CR 25 coffee roaster, it roasts in 25kg batches and we use a Diedrich IR 12 as back up. The Diedrich roasting system gives us the ability to roast using a combination of conductive heat (from the roasters drum) and convective heat (from the enormous fan) as well as the radiant heat from the beans and drum surface toward the end of the roast.

The use of an infra-red burner, rather than an atmospheric one that most roasters use, gives us the heat we need without the gas emissions meeting the beans themselves.

What does this mean for the coffee?

It means that we can use different heat transfer methods for each type of bean. This gives us a sweeter, cleaner cup while still allowing us to fully develop the flavours within the bean. We roast to a medium colour for the majority of our roasts. We find that for most of our customers this allows full development of flavours and allows our coffee to “cut through” in milk based coffees.

Once our coffee is roasted, we then blend it in our custom-built blender and transfer it into our packing room via a vacuum system. It then goes into the packing room and straight into bags, usually within hours of being roasted.

Each bag is sealed in a bag with a one way valve which allows the coffee to degas. This allows CO<sup>2</sup> from the roasting process out without oxygen getting in. Our coffee has a roasted-on date on the bottom of the bag to help with stock rotation.

We recommend our coffee is used from seven days of the roast date.

# OUR BLENDS

## THE AVENUE BLEND

The avenue blend was created for the O'Connell Avenue Café which is just down the road from our old roastery in the Fish River Valley.

The avenue blend has won medals at the Golden Bean competition and at the Sydney Royal in 2016. A blend of Sumatran, Columbian, Brazil and Guatemalan.

**Tasting Notes:**

**Medium body, smooth and sweet with hazelnut and dark caramel flavours.**

**Recommended times:**

**Use between: 7-21 days**

**Best point: 14 days**

## FAIRTRADE BLEND

A blend of some of the world's best Fairtrade Certified, organic coffees. Fairtrade ensures stable prices for farmers, decent working conditions and the empowerment of farmers and workers. We use a Sumatran coffee as our base to give body, an East Timorese coffee for a smooth, sweetness and a bright Ethiopian to add complexity.

**Tasting Notes:**

**Big body, cocoa and dark chocolate.**

**Recommended times:**

**Use between: 14-28 days**

**Best point: 21 days**

## TIGER SNAKE

Named after the Fish River valleys most numerous reptile the 'tiger snake' has become a firm favourite in our coffee line up. A Sumatran base combined with a smooth Costa Rican coffee gives depth and big body. A Kenyan and Ethiopian coffee give brightness and complexity.

**Tasting Notes:**

**Big body, malt and chocolate sweetness.**

**Recommended times:**

**Use between: 14-35 days**

**Best point: 28 days**

## ESPRESSO BLEND

Our espresso blend is a traditional Italian espresso blend using the classic Brazil-Colombian combination as a base with a PNG and Indian coffee for complexity.

This coffee has won medals at the Royal Sydney and Golden Bean coffee competitions.

**Tasting Notes:**

**Hazelnut aroma, smooth, milk chocolate sweetness.**

**Recommended times:**

**Use between: 7-21 days**

**Best point: 14 days**

## THE HUB BLEND

Our Hub Blend brings together some of the world's best coffee origins in to one balanced blend. It has won seven medals in national coffee competitions.

A blend of Colombian, Sumatran, Kenyan and Indian.

**Tasting Notes:**

**Dark Chocolate, cocoa, earthy, dark berry notes.**

**Recommended times:**

**Use between:** 14-28 days

**Best point:** 21 days

## DECAFFEINATED COFFEE

Our Decaf coffee has won Gold Medals at both the Golden Bean and Sydney Royal Fine Food Shows. Decaf has a bad reputation in coffee circles but we believe that with high quality beans, specific roast profiles and correct grinding and brewing it can be a good cup.

We use a Swiss Water Decaf Coffee. The coffee starts life as regular coffee beans on a regular coffee tree. They are picked and processed the same way as regular coffees but then taken to the Swiss Water Decaf factory to have the caffeine removed.

The process, as the name implies, uses water to first soak the beans and then uses a system of water pressure and filters to drive the caffeine out of the bean and then remove the caffeine from the water via a filter system. The best part is that no chemicals are used in the process as opposed to the traditional chemical decaffeination method.

The result, a 99.9% caffeine free coffee, that retains a depth of flavour and body that is genuinely surprising.

## CHOCOLATE

We have two types of drinking chocolate. Both use all natural ingredients, just Cocoa and sugar, no fillers or preservatives.

Our premium drinking chocolate uses a higher cocoa content and West African cocoa to produce an intense and deep chocolate.

Our standard chocolate uses 23% cocoa for a smoother and sweeter chocolate. As a guide, nearly all kids pick the standard chocolate in a taste test!

## CHAI

We supply award winning Bondi Chai powder. This is the industry leader in taste and has a strong consumer preference.

It comes in two varieties, Club Cinnamon which is sweet and cinnamon spiced and vanilla honey which is milder and smooth.

Both are easy to prepare either via spinning the powder with milk on a steam arm or by mixing the chai into a small amount of hot water to make a syrup and adding warm milk.

## TEA

While we love our coffee all of us like a good cup of tea as well. We have our own leaf teas and pyramid tea infusers. We work with premium suppliers for each tea so that we can offer you the best.

Our most popular leaf tea is English Breakfast (of course) but our Earl Grey and Assam have a strong following. We have herbal leaf teas in peppermint, lemongrass and chamomile. We also do our own blends of chai, lemongrass/ginger and peppermint/licuorice.

For busy cafés leaf tea can be difficult to put into production. Tea leaves through the dishwasher and the constant search for tea strainers can make tea bags the logical choice. But for the tea drinking customer a standard tea bag in a pot can be disappointing. The solution is the pyramid bag filled with high quality tea. The pyramid shape gives the longer leaves of the higher quality tea bags room to unfurl and brew properly. The result is a pot with the convenience of the tea bag but with the taste of leaf tea.

Our pyramid teas come in English Breakfast, Earl Grey as well as peppermint, chamomile, green tea and 'LPF' licuorice, peppermint and fennel.



Ross McDonald



# SALES & CAFÉ CONSULTANCY

Commercial sales enquiries are managed by our Sales Manager Ross McDonald. He will assess your enquiry and quickly and personally answer all your questions.

Ross has worked in the hospitality industry for over 25 years. He has owned his own highly successful, award winning café as well as running jazz bars and music venues. He brings this broad range of operational experience to this role and loves talking coffee and cafés.

Right from the start build a strong, positive relationship with our customers. We believe that your success drives our success. The better your café is operating, the more coffee it sells, the better we both do. We believe that the coffee business is a people business. For that reason, you will have regular face to face contact with us, not just a delivery driver or courier but the people that roast and pack your coffee and fix your machine. This allows us to talk coffee, run some shots with you, check equipment and resolve any issues.

Whether it's over the phone each week with Sonia and Gina in the office, on our regular delivery runs, or on the six monthly scheduled maintenance visit, you will have someone from fish river on your doorstep at least once and probably several times a month. Deliveries are done by Gavin Paine (roaster + maintenance) although Peter Harrison (owner), Jo Christie (head roaster) and Ross McDonald (sales manager) all do regular deliveries.

The café consultancy was devised by Peter Harrison and sales manager + café consultant Ross McDonald. Having both owned and operated award-winning cafés in the past, Peter and Ross bring many years of experience to the table.

The main focus is service and how directly it affects:

- Increasing turnover
- Increasing profit
- Reducing wages percentages
- Attracting new customers
- Customer retention
- Recognition

Other aspects of the consultancy are:

- Atmosphere advice
- Coffee trend advice
- Profit advice
- Equipment assessment
- Cost of goods advice
- Table and chair layout
- Menu advice
- Interior design advice
- Recruitment advice
- Kitchen set up advice
- Front of house layout

The consultancy is a free, one off multi-faceted, tailor-made and site specific report on your café and is available for all new and current fish river roasters customers.



## CERAMIC MUGS AND CUPS

Once you decide to come on board with Fish River we supply you with a start up pack of ceramic mugs, coffee cups and espresso cups. These are free on loan and you pay for replacements as you need them.

## TAKE AWAY CUPS

We have two types of take away cups to pick from, black double wall BioPak cups and white single wall Envirocups.

## BREEZE BARRIERS

We also supply you with our custom made breeze barriers. These are locally made and can be refurbished, giving an extended lifespan.

## A FRAMES

New to our range of promotional materials is our locally produced A-Frames that allow for blackboard writing on both sides.



## UMBRELLAS

We have a very robust umbrella with our branding that is perfect for outdoor areas. We ask that you take particular care in securing umbrellas. They are provided with a base but need a heavy weight to keep them secure. Ideally they can be mounted through an outdoor table or bench.

## POSTCARDS

We have postcards with tasting notes for all our blends. These are available free of charge. They give coffee origins as well as flavour profiles.

## SOCIAL MEDIA CONTENT AND YOU TUBE

We are active on Facebook and Instagram and have the help of contracted social media coordinator. A lot of our customers find this helpful in providing and sharing our content on your pages. We also then like and share your content to help your own social media program.

We have a you tube channel where our videos can be accessed and we also training videos in this location.



We aim to support your café with a full range of promotional and branded fish river roasters café items.



# WHOLESALE PRICE LIST

## COFFEE

espresso blend  
hub blend  
guatemalan antigua  
colombian supremo  
ethiopian yirgacheffe  
tiger snake blend  
the avenue blend  
swiss water decaf

250g 500g 1kg

fairtrade certified coffee  
fairtrade organic blend  
sumatran organic  
east timorese organic

250g 500g 1kg

## FISH RIVER ROASTERS BRANDED TAKEAWAY CUPS

double walled Bio cups  
(discount box price on cups)

8oz cups

8oz lids

12oz cups

16oz cups

12/16oz lids

## FISH RIVER ROASTERS BRANDED TAKEAWAY CUPS

single walled castaway cups  
(discount box price on cups)

8oz cups

8oz lids

12oz cups

16oz cups

12/16oz lids

## PLAIN CUPS

4oz cups

4oz lids

## 4 CUP CARDBOARD TAKE AWAY TRAYS

## GROUP CLEANING POWDER

## SUGAR STICKS

(frr branded - 2000 sticks/box)

raw sugar & white sugar

## DRINKING CHOCOLATE

500g

2kg

1kg(premium)

## CHOCOLATE COATED COFFEE BEANS

50g bag

250g bag



# BARISTA TOOLS PRICE LIST

## PYRAMID TEA INFUSERS (50 infusers/bag)

English Breakfast  
Earl Grey  
Peppermint  
Chamomile  
Gunpowder Green  
Lemongrass/Ginger  
LPF (liquorice, peppermint, fennel)

## BLACK TEA (leaf)

English Breakfast  
Earl Grey  
250g 500g 1kg

## ESTATE & SPECIAL BLEND TEAS (leaf)

assam  
darjeeling  
mrs grey  
200g 500g 1kg

## TEA (leaf)

Peppermint/chamomile/lemongrass/lemongrass & ginger  
Refresh - blend of peppermint & lemongrass  
Relax - blend of peppermint & liquorice  
100g 200g  
Sencha Green Tea (leaf)  
200g  
Chai (leaf)  
200g 500g 1kg

Bondi Chai Powder (cinnamon & vanilla honey)  
200g 1kg

## SYRUPS

Raw: caramel, vanilla, hazelnut (1 litre)  
DaVinci: caramel, anilla, hazelnut, irish cream  
macadamia nut, butterscotch (750ml)  
Alchemy: white chocolate, turkish delight (750ml)  
Turmeric elixir 500ml 1 litre

## MILK JUGS

400 ml  
600 ml  
1 litre

## CLOTHS

Barista Cloth  
Carista Cloth Set

## TAMP

Tamp Flat 58mm  
Click Tamp 58mm

## BARISTA SCALES

2kg  
3kg

## TAMP MATS

Small Flat  
Medium Flat  
Medium Corner

## KNOCK TUBES

Bench Top  
Floor Standing  
Replacement Rubber Hose  
Replacement Rod and Rubber Hose

## THERMOMETERS

Thermometer Strip  
Stainless Steel Clip On (short)

Group Head Cleaning Brush  
Grinder Cleaning Brush  
Cocoa Shakers  
Espresso Machine Cleaner (puly caff) 900g tub  
Blind Filter

# CAFÉ EQUIPMENT SUPPLY

We supply espresso machines (new and refurbished) and grinders to customers throughout New South Wales. We do this in two ways: **Free on loan OR as part of a rental agreement.** Both options include grinder, installation, scheduled maintenance as well as emergency repairs.



## WEGA POLARIS 2 GROUP NEW

Ideal for cafés that use:  
0-25kg per week

### Main features:

This model has two group heads, two steam arms and a hot water outlet for tea. It also features a shot clock to keep track of this key barista measurement.



## WEGA POLARIS 3 GROUP NEW

Ideal for cafés that use:  
25+kg per week

### Main features:

Designed for high volume cafés and can cope with the busiest service periods while maintaining boiler and steam pressure.



## LA MARZOCCO LINEA NEW

Ideal for cafés that use:  
Very high volumes of coffee

### Main features:

These incredible machines have stainless steel through all major components and are incredibly rugged and reliable. These machines feature multiple boilers which have PID temperature controls for greater temperature stability.

The 'saturated group' design also gives great thermal stability. This machine needs a 32 amp three pin single phase power point.



## COMPAK F8

This high volume automatic dosing grinder provides consistency and easy adjustment for high quality coffee production. The Compak F8 is included with all coffee machine bundles.



## MAZZER JOLLY

The Mazzer Jolly is automatic dosing, super reliable and ideal for decaf or single origin grinding.



## WEGA POLARIS 3 GROUP REFURBISHED

Ideal for cafés that use lower volumes and looking for lower costs.

Our refurbished Wega coffee machines have been serviced by us or we can supply a new Iberital IB7.



## WEGA POLARIS 2 GROUP REFURBISHED



## IBERITAL IB7 NEW

Sandra Gibney



# BARISTA TRAINING

Have you ever wondered why some cafés are busier than others? The answer is that the cafés putting out great shots and spinning great milk will always do better than those that are putting out inferior shots and milk. Barista training is the key to being the café that does it right.

We have been training our customers' baristas for 12 years, and can get staff up to a good commercial standard either at FRR headquarters or at our customer's site. Barista training is provided free-of-charge to start with, and then we offer a programme of updates to keep staff motivated and informed about the latest coffee-making techniques.

Sandra Gibney, our Barista Trainer, has ten years experience in training baristas with us here at Fish River. She holds educational qualifications (and a degree in French!), she has run her own café and is constantly updating her skills.

Sandra has created our own curriculum to make sure all aspects of coffee training are covered with each of our customers. This allows you as the café owner to see exactly where your staff are in their development and competency.

Sandra has also developed a series of training videos on our YouTube channel to assist with staff professional development.

Our typical course will follow this format:

- Fish River Roasters intro**
- Where does coffee come from**
- Shot creation, grinder adjustment, dose, tamp and pour**
- Milk Texturing, temperature and texture**
- Pouring the coffee menu, from Flat Whites to Piccolos**
- Latte Art and presentation**
- Coffee machine cleaning and maintenance procedures**

We expect all commercial customers to make coffee shots at between 28 – 32 seconds and to ensure the milk is textured properly. There are different coffee recipes for our different blends. The coffee recipe is the amount of coffee in the filter basket in grams, with the amount of time it takes to extract, and the amount of grams out (yield of coffee).

Milk quality is all important and can be the source of many coffee flavour problems. We will assist you in making sure that the milk, and alternative milks, you use are the best to complement our coffee.

Training sessions usually last around 2.5 to 3 hours. This will help get your staff underway but multiple visits will be needed to get commercial competency.

Clinton Webb



Gavin Paine



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# SCHEDULED & EMERGENCY SERVICING

Having good quality well maintained coffee equipment is critical to making a great cup of coffee. Keeping the machine working is also crucial to your café business. For this reason we have a dedicated Service Manager, Clinton Webb, to keep all the equipment we supply, as well as customer owned coffee equipment performing at its best.

Clinton has over 15 years experience in coffee machine maintenance in the UK and Melbourne.

Our approach to maintenance is to schedule regular visits with you so that we can minimise problems and find indications of faults before they affect your operation. This approach maximises uptime and minimises emergency calls (good for us and you).

Clinton schedules maintenance for the 250 or so items of coffee equipment that we supply so that every six months a service is conducted. He coordinates the other service technicians Gavin Paine and Peter Harrison.

We will also track your coffee usage so that we can make sure that volume dependent serviceable items like grinder blades and water filters are within manufacturers specifications.

If you own your own equipment, we can service that as well. We just need to know the manufacturer and model to make sure we have any uncommon parts in stock.

**In the event of an emergency in regular hours call the main office number.**

**Out of hours or on the weekend then call Peter on 0429 321 565. Every weekend we have one of us on standby in the event of a breakdown.**





# THE OFFICE

The office coordinates all deliveries, invoicing and payments as well as scheduling machinery maintenance and Barista training. Gina, Sonia and Susan keep the fish river office moving in the right direction!

**Ordering:** We will either ring you at an appointed time and day each week for your order or you can order from us as you need it.

Nearly all our existing customers choose for us to ring them. It takes the pressure off them remembering, we schedule it at a time that is good for you and it works well for most.

**Deliveries:** We ship coffee across the country using a combination of our couriers, Australia Post and our own vehicles.

**Blue Mountains and Sydney:** Weekly on a Wednesday.

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**Bathurst, Blayney and Orange:** Weekly on a Thursday.

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**Western NSW:** First Tuesday of the month.

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**South West NSW:** Second Tuesday of the month.

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**Hunter/Central Coast:** Third Tuesday of the month.

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**South Coast/Southern Highlands:** Third Tuesday of the month.

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**South West NSW:** Fourth Tuesday of the month.

Anywhere not covered by these runs is serviced by couriers. If you need topping up or look like running out of something outside of your regular delivery, then get straight on the phone and we will organise getting it to you.

**Payments and Credit Terms:** All new customers pay before shipment to begin with. We use a payment system called Ordermentum which not only allows you to order via an app (if you wish to order that way), it allows you to place orders at a time that suits you and also allows you to make payment via credit card when placing the order.

We also run 7-day accounts on approval of credit application. Nothing makes us happier than having our customer accounts in terms. If you are on account and think you might be late with payment, then please ring us straight away to let us know.

Peter and Sonia Harrison



# CONTACT US

## Where can you taste our coffee?

We are serving coffee every day from our van in front of our roastery at Fish River Roasters. Come and let Aaron make you a cup. He is open from 6.00am to 10.30am Monday to Friday.

You can also buy coffee direct from us at local farmers markets. We are at the Mudgee Farmers Market on the third Sunday of every month and at the Bathurst Farmers Markets on the fourth Saturday of every month.

## How can we help you?

We want you to make the best coffee you possibly can with our coffee.

We invite you and your staff to take on the essence of making good coffee. Getting your grinder adjustment exactly right, timing shots and caring about each cup going out.

Talk to us about your business and let us help to get it working for you. Together we can take your business to where you want it to go. Because we need you to be successful for us to be successful. If you would like to partner with us, then jump on the phone and let's get cracking.

## Fish River Roasters

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Aaron Molenkamp





# NOTES





fish river

[fishriverroasters.com.au](http://fishriverroasters.com.au)