Coffee Through the Ages

Breakroom Variety Keeps Employees of All Generations Happy

AquaCafé® Is Revolutionizing the Breakroom

Refresh, Refill, Repeat: A Mindful Approach to Water in the Workplace
Convenience Delivered.

Bottled water isn’t the only beverage we deliver.

Add our delicious coffee and premium water options to your order today!

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How Do You Like Your Coffee?
It May Tell Your Age!

As we sat down to plan this issue of Bottled & Brewed®, we considered the various challenges office managers face every day. One is keeping employees happy in the workplace—and that’s where coffee comes in. Interestingly, we see different coffee-drinking trends with each generation, so your coffee preferences may reveal your age!

Our feature story in this issue, “Coffee Through the Ages,” will update you on this trend and keep you informed about the different types of coffee your employees crave. Providing the right options will not only enhance employee satisfaction, it can also boost productivity by keeping employees in the office instead of seeking their favorite java elsewhere during the day.

I’m also pleased to share a bit about our sustainability practices. As you’ll read in “Refresh, Refill, Repeat: A Mindful Approach to Water in the Workplace,” DS Services® is environmentally aware. We’ve taken many steps to support sustainable water delivery practices—steps that reinforce your company’s own efforts in environmental and social responsibility.

You’ll also enjoy our interview with Carlos Palacios, Director of Green Coffee Sourcing for our sister company S&D Coffee and Tea. A native of Nicaragua, Carlos has been in the coffee industry his whole life. And since the holidays are just around the corner, we’ve also included some holiday party planning fun in this issue.

Happy Fall to you!

Perret deLapouyade
Vice President,
OCS Route Operations / Retail Equipment Services

For more information, call 800-4-WATERS | visit water.com
If you look around your workplace, it’s likely you’ll see co-workers of all ages and life stages, from their 20s into their 60s. While the Millennials and the Baby Boomers in your office may think they have nothing in common, one thing they likely share is a love of coffee. What varies, of course, is that different generations have different preferences for the types of coffee they enjoy most, and how they like their coffee served.

According to National Coffee Association (NCA) 2017 trends research, coffee consumption is now at its highest level since 2014, up by five points over last year.1 So it’s a good bet that your co-workers are consuming a fair amount of java.

But are they happy with their coffee options at work? According to the NCA, there is definitely room for improvement: Fifty-nine percent of NCA survey participants were less than “very satisfied” with their workplace coffee, and 17 percent were “not very satisfied” or “not at all satisfied” with their workplace coffee served.

Who’s Drinking What?
The core of your co-workers – those ages 25 to 49 – are more likely than those in other age groups to drink coffee prepared in the workplace than in other locations.2 In fact, coffee consumption at work has gone up since last year.2

As might be expected, most coffee is consumed during work hours, with consumption rising considerably over the last five years in the time between breakfast and lunch, at lunchtime and during the afternoon.1

Coffee drinkers over age 50 are more likely to drink coffee prepared with a drip brewer, while espresso machine use is strongest among coffee drinkers ages 19 to 49.2 Notably, espresso-based beverages enjoyed a historic leap in popularity this year.1

And while drip coffeemakers continue to be the most popular type of preparation method, single-cup brewers have been the second most popular for the last five years, with single-cup consumption driven by those over age 50.2

Interestingly, coffee drinkers under age 35 tend to be drawn to different brewing methods, which opens them to more “experimental experiences” with their coffee.2 With this in mind, many offices are choosing multiple types of coffee machines and a variety of coffee products for their breakrooms.

Give Them What They Want
Different employees want different coffee options. You are wise to keep your employees happy – and present in the workplace – by providing the coffee choices they want on-site.

DS Services® can provide the types of equipment and coffees your employees desire. Let our coffee specialists help you create a breakroom plan that keeps your employees satisfied.
57% of past-day coffee consumed by Boomers is a non-gourmet beverage, while 43% drank gourmet.  
Boomers are most likely to use a drip coffeemaker.

65% of past-day coffee consumed by Gen X is a gourmet beverage, while 35% is non-gourmet.

25% of past-day drinkers consumed their coffee at work; this is significantly higher than Boomers.

Coffee service isn’t a one-size-fits-all approach. Let DS Services take the stress out of managing your coffee program. We’ll provide the right solution to satisfy coffee drinkers of any age and drinking preference.

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ORDER. ENJOY. IT’S THAT EASY.

EARTH’S FINEST WATER® DELIVERED TO YOUR DOOR.

FIJI Water’s story begins as rain falling on the tropical islands of Fiji and filters down through layer after layer of ancient volcanic rock. At the same time, this natural filtration process adds the mineral silica which contributes to FIJI Water’s distinctly soft, smooth taste. FIJI Water is bottled at the source, free from human contact until you unscrew the cap.

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Big brands bring big variety.

With more than 150 varieties of hot or iced gourmet coffees, teas, and specialty beverages from over 30 of the world’s finest brands, everyone in the office can brew the beverages they love.

To order, please contact your DS Services® Sales Representative.
Current Customers: 800-965-7006
New Customers: 855-246-0677
water.com | coffeeservice.com
Java Trivia
Take this coffee quiz & see what you know.

1. The continent that produces the most coffee is:
   a. South America
   b. Central America
   c. Asia
   d. Africa

2. The region that produces the most coffee is known as the:
   a. Piano region
   b. Coffee belt
   c. Java fear
   d. Bean Black

3. Coffee beans are scientifically classified as:
   a. Fruit
   b. Nuts
   c. Legume
   d. Seed

4. The only commodity more commonly traded than coffee is:
   a. Wheat
   b. Cotton
   c. Sugar
   d. Oil

5. The individual responsible for taste-testing coffee is called:
   a. Formulator
   b. Cupper
   c. Roaster
   d. Brewer

6. The average coffee drinker consumes ___ cups of coffee per day.
   a. 1.2
   b. 3
   c. 6.5
   d. 6.7

7. Carafes are used to prepare coffee by packing grounds into a ___ and steeping it in hot water.
   a. Filter
   b. Grind
   c. Jar
   d. White cover cup

8. Coffee was the first food on record to be:
   a. Stripped from Europe to the New World
   b. Nominated for its stimulating effects
   c. Traditionally served
   d. Frosted-drinked

9. Coffee beans are grown on a ___:
   a. Hanging vine
   b. Renewed shrub
   c. Tree
   d. Common bean plant

10. In Italy, it’s slightly frowned upon to order coffee after ___.
    a. 11 a.m.
    b. 12 p.m.
    c. 2 p.m.
    d. 3 p.m.

11. The average age of a Barista in Italy is ___.
    a. 38
    b. 48
    c. 50
    d. 55

12. The largest coffee drinking city in Europe is:
    a. Amsterdam
    b. London
    c. Paris
    d. Berlin

13. How many times a day should you drink coffee to stay healthy?
    a. 1-2 times
    b. 3-4 times
    c. 5-6 times
    d. More than 6 times

14. The latest advancement in our series of high-performance workplace brewers, the Mars Drinks’ Flavia Creation 9000, blends stylish design with innovative blend and menu digital options making it easier than ever to create and enjoy the perfect brew.

   • Designed especially with the needs of large offices and collaborative areas in mind.
   • Breeds a delicious range of drinks, each in less than a minute.
   • Patented brewing process ensures no coffee overflow in flavor from one drink to the next.

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More Café for your Workday

We’re 100% dedicated to the workplace, so we’re proud to bring a range of café style drinks to satisfy every need and every moment of the workday. Now featuring premium arabica blends, medium and dark roast blends from Starbucks®, our drinks range creates opportunities for people to gather around the brewer to connect and collaborate over a cup without leaving the office.

Try MARS DRINKS in Your Workplace — WATER.COM | COFFEESERVICE.COM
CURRENT CUSTOMERS: 800-964-7006 | NEW CUSTOMERS: 855-240-0677

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Delight your employees and guests with Javarama® Specialty Coffee.
Coffees a great perk for employees – as long as it’s from high-quality coffee beans and delicious.
You get that with Javarama® K-Cup® pods, plus the convenience of a single-serve coffee.

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Call 855-240-0677
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water.com | coffeeservice.com

AquaCafé®

Revolutionizing the Breakroom

In this ever-changing world, new technology is constantly raising the bar and improving our everyday lives. Now, AquaCafé® is serving up a refreshing new spin on the daily workplace routine. This revolutionary beverage system offers an all-in-one, single-cup coffee brewer and water cooler that will satisfy everyone in your office — or at home!

Simplify your life, and say goodbye to a crowded breakroom filled with messy coffeemakers, teapots, water coolers, hot plates and other clutter. Now with the sleek and versatile design of AquaCafé®, your team can have a single space-saving device that quickly and effortlessly makes a barista-quality cup of coffee, tea or other hot beverage — OR — enjoy a revitalizing glass of perfectly chilled bottled drinking water from a 5-gallon bottle that fits within the unit. Plus, the piping-hot water works for more than beverages; it’s also great for delicious noodles, soups and hot cereal. Indeed, there is something for everyone with just the touch of a few buttons on the intuitive touchscreen.

AquaCafé’s proprietary Accu-Temp® technology ensures each beverage is dispensed at the perfect temperature every time. The single-cup brewer is configured for K-Cup® pods, providing users with more than 150 possible varieties of beverages. And, the adjustable drip tray accommodates cups in many shapes and sizes.

Perfect for the small office or home, AquaCafé® saves time, money and countertop space too! New technology makes life easier, and AquaCafé® is leading a beverage revolution, one cup at a time!

Order now by calling 800-4-WATERS or visit water.com/aquacafe for more information.

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Add excitement to any office location, and experience the rich, full-bodied taste and fun, upbeat vibe of Café Bustelo®.

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Interview with

Carlos Palacios
Meet Our Green Coffee Expert

Carlos Palacios is Director of Green Coffee Sourcing for S&D Coffee and Tea, a sister company to DS Services®. S&D was founded in 1927, and today it is the largest custom coffee roaster and largest blender of iced teas for food service and convenience stores in America. As S&D’s green coffee expert, Carlos guides the company to expand its sustainable specialty coffee offerings.

B&B: Where, when and how did you get interested in coffee?
CP: I am from Jinotega, Nicaragua, with a family history in the coffee business, so I have been in coffee basically all my life. In 2000, I got involved in the commercialization of green coffee.

B&B: Tell us about your role in producing S&D specialty coffees.
CP: I am the liaison between key coffee partners and clients whose mutual objective is to offer a unique coffee experience to consumers.

B&B: How do you explain sustainable sourcing to someone who has no idea what it is?
CP: The definition of sustainable sourcing can be interpreted in many ways. Personally, I feel sustainable sourcing is producing a product with appropriate agricultural practices in harmony with the environment, combined with a proper social and economic model for producers.

B&B: Tell us about S&D’s Raíz Sustainability program and how it helps coffee farmers around the world.
CP: Raíz Sustainability is a program geared toward small- and medium-scale farmers. The goal is to improve farm productivity and profitability, soil health, water management, forestation conservation and fair labor practices.

B&B: Why is it important to have a sustainable sourcing program for coffee?
CP: Sustainable sourcing is vital to the future of coffee and its people, specifically producers.

B&B: Why is it so important to support coffee farmers?
CP: Just like any other coffee supply chain stakeholder, coffee farmers must receive support to ensure they can continue to produce coffee in a profitable way for generations to come.

B&B: How has sustainable sourcing changed the coffee market?
CP: Among many benefits, I think it has brought awareness and better understanding to consumers on the importance of drinking responsibly sourced coffee.

B&B: Tell us something you wish consumers and customers knew about coffee.
CP: Being a small coffee farmer, especially in developing countries, can be a difficult life for farmers and their families. I’m proud of S&D’s Sustainable Sourcing Program, which through our local partners, provides technical assistance and farm management guidance to small farmers, aiming to improve productivity, soil health and work to lower production costs and improve water management. Our objective is to work together with coffee growers to help manage their farms as businesses and make good decisions that ensure real, sustainable success.

B&B: What tips or advice would you give office managers considering coffee service for their business?
CP: I would suggest consumers broaden their understanding and appreciation on how coffee is produced in a sustainable way and how this practice will provide consistent, quality coffee to be enjoyed in offices for years to come.
**Refreshing Facts on Water, Coffee and Tea!**

**Little Usage, Big Benefits**

The bottled water industry only uses 0.01% of the water used in the U.S. That’s less than fish farming, mining, private wells and even our four-legged livestock friends.¹

**When in Tibet**

Be ready to enjoy butter tea, a common drink made from black tea, yak butter and salt. Sok-ba de-shang (that means cheers to good health)!²

**Prevent Arthritis with Water**

Drinking lots of water has been proven to cushion joints, which reduces arthritis-causing friction. We’d drink to that!³

**Make a Move**

Pour hot water into your teapot, stir it around and discard before you brew. This ensures hot water doesn’t cool too quickly when it hits loose leaves.⁴

**Did You Know?**

Because of gravity, the earth is a closed system — solids, liquids and gases don’t leave. So the same water that was present on earth millions of years ago is still here today.⁵

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**World’s 3rd Largest Importer**

Within the international tea market, America is the third-largest importer, behind Russia and Pakistan.⁶

**Music to Our Ears**

Beethoven counted the number of coffee beans he used to make his coffee, using 60 beans a cup. Now that’s precise keeping.⁷

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**Raspberry Tea**

Did you know you can boil the leaves of a raspberry plant to make a delicious and fruity herbal tea? Sounds berry good to us.⁸

**Raise a Glass, Raise Your Metabolism**

Researchers have found that drinking 8 to 12 eight-ounce glasses of water a day can increase metabolism, which helps burn calories faster.⁹

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**Tea Up Good Health**

In a study of more than 74,000 people, those who drank four or more cups of tea per day had a 21% less risk of stroke than those who abstained.¹⁰

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¹¹ For more details, see: “Tea and Health,” The Tea Council of the USA, http://www.teausa.com/Health/tea-health-benefits/

As an office manager, you have a lot on your plate, with many decisions and challenges to manage daily. Here’s one decision you don’t have to worry about: selecting a bottled water delivery company that supports sustainable practices in the workplace. DS Services® makes your choice easy.

Seventy-five percent of consumers say it’s important that the brands they do business with are committed to environmental and social responsibility practices.¹ Your employees likely feel the same way. That’s why it’s important to work with a bottled water delivery company that is mindful of the environment.

At DS Services, we believe in resource conservation, environmental stewardship and sustainability, and these ideas are reflected in our business practices.

Refresh, Refill, Repeat:
A Mindful Approach to Water in the Workplace

For example, we use high-quality, reusable 3- and 5-gallon water containers. Our containers are cleaned, sanitized and refilled up to 50 times. At the end of their usable life, they are recycled to make carpet, toys, tool handles, bird feeders and other items – which is why they are typically not found in landfills. This reclamation and reprocessing of post-consumer polycarbonate is part of our partner PolyCycle Solutions’ closed-loop recycling system, which reduces our carbon footprint. And remember, having water delivered means your employees can refill their own water containers for hydration during the day.

Over the last 10 years, we have reduced the amount of plastic in our .5 L bottles by 50 percent, and in our caps by 25 percent.

We’ve also converted our 1-gallon HDPE bottles to lightweight bottles, lowering their resin content.

The packaging we use is 100 percent recyclable, as are all of our plastic bottles, caps and outer wraps. Our 1-gallon and 2.5-gallon bottles are shipped in reusable, recyclable corrugated boxes.

Also note that our Canadian brands, Canadian Springs and Labrador Source, are mindful of sustainability at all levels, from water collection and transportation to packaging and distribution. In fact, in its earliest days, the companies delivered – by horse and wagon – the first returnable, refillable bottles of water to customers in Quebec in 1882.

Choose DS Services® for your bottled water delivery and water filtration services and know that you are working with a company that is environmentally aware.

Call us today or visit water.com to arrange bottled water delivery of one of our refreshing regional brands.

¹ Corporate Social Responsibility Branding Survey 2010, Penn, Schoen & Berland Associates, LLC.
It's Party Time!
Looking forward to the holidays? It’s not too early to begin planning your holiday office party.
Most experienced party planners agree that forming a holiday party committee is a good place to start. Seeking committee members from different parts of the company not only ensures that various departments are well represented, it also promotes team building.

Of course, delicious food and appealing drinks should be at the top of your “must-have” list.

Festiviteas
The weather outside may be frightful, but these tea-inspired mocktails are so delightful.

ROSEMARY GINGER LEMONCELLO
Prep time: 20 minutes
Serves: 11 – 14
(6-8 oz. servings)
30 oz. water
3 x 10-oz. mugs
Bigelow® Organic Lemon Ginger Herbal Tea (12 tea bags)
1 x 12-oz. can Frozen Lemonade concentrate
4 cans Sparkletts® Lemon Sparkling Water
Rosemary
Dispense 10-oz. water in each mug (3). Add 4 tea bags of Lemon Ginger Herbal Tea and a rosemary sprig to each. Steep tea for 12 minutes. In a large bowl, combine 1 can frozen lemonade concentrate and 4 cans of Sparkletts® Lemon Sparkling Water. Remove tea bags, and combine tea with lemonade mixture. Add 1 more can of Sparkletts Lemon Sparkling Water. Stir. Serve over ice with rosemary for garnish.

ORANGE SPICE HOLIDAY TEA
Prep time: 20 minutes
Serves: 13 – 16
(5-6 oz. servings)
30 oz. water
3 x 10-oz. mugs
Steep Organic by Bigelow® Chai Black Tea (15 tea bags)
48 oz. Apple Juice
3 Oranges
6-8 Cinnamon Sticks
Dispense 10-oz. hot water from single-cup brewer (or water dispenser) into each coffee mug (3). Add 1 cinnamon stick and 5 tea bags to each. Steep tea for 12 minutes. While tea is steeping, heat 48 oz. of apple juice and remaining cinnamon sticks in microwave-safe bowl for approximately 3 minutes. Skirt 2 oranges and remove seeds. Cut hard orange in half and remove seeds. Remove tea bags and combine with apple juice and cinnamon stick mixture. Squeeze two orange halves into mixture and stir. Serve warm, and garnish with orange slices.

What to Order:
22137009 – Steep Organic by Bigelow® Chai Black Tea, 20 Ct

MINT CRANBERRY PUNCH
Prep time: 20 minutes
Serves: 10 – 15
(4-6 oz. servings)
20 oz. water
2 x 10-oz. mugs
4 cans Sparkletts® Lime Sparkling Water
Bigelow® Mint Medley Herbal Tea (10 tea bags)
1 x 12-oz. can Frozen Cranberry concentrate
Cranberries to float
Mint Sprigs to garnish
Dispense 10-oz. hot water into each mug (2). Add 5 tea bags to each mug. Steep tea for 15 minutes. While tea is steeping, combine 4 cans Sparkletts® Lime Sparkling Water and one 12-oz. frozen cranberry concentrate into a punch bowl. Remove tea bags and pour tea into bowl. Float cranberries. Serve cold in a champagne flute, and garnish with a mint leaf.

What to Order:
22107023 – Bigelow® Mint Medley Herbal Tea, Decaffeinated, 26 Tea Bags/Box
174007321 – Sparkletts® Lime Sparkling Water, 12-pack, 12-oz. cans

Let DS Services® help take the stress out of your party planning.
We can supply plates, napkins, cutlery, soft drinks, juice, sparkling and still water, coffee and tea. Just let us know what you need for your party, and we’ll add it to your workplace delivery order.

What to Order:
DS Services, 22107026 – Bigelow® Mint Medley Herbal Tea, Decaffeinated, 26 Tea Bags/Box
174007321 – Sparkletts® Lime Sparkling Water, 12-pack, 12-oz. cans
CoffeeService.com | 21


Melted Snow
A funny label gives a winter twist to bottled water.

Ugly Sweater Competition
Pin the heart on the Grinch, holiday trivia, jingle bell roll, ugly sweater competition, carol karaoke – the options are endless!

Hot Cocoa Bar
What’s on tap? Marshmallows, peppermint and chocolate sprinkles.

What to Order:
22137009 – Sleep Organic by Bigelow® Chai Black Tea, 20 Ct (6 Each per Case)
174007301 – Sparkletts® Lemon Sparkling Water, 12-pack, 12-oz. cans
22107023 – Bigelow® Mint Medley Herbal Tea, Decaffeinated, 26 Tea Bags/Box
174007321 – Sparkletts® Lime Sparkling Water, 12-pack, 12-oz. cans

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22137009 – Sleep Organic by Bigelow® Chai Black Tea, 20 Ct

Prep time: 20 minutes
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(6-8 oz. servings)
30 oz. water
3 x 10-oz. mugs
Bigelow® Organic Lemon Ginger Herbal Tea (12 tea bags)
1 x 12-oz. can Frozen Lemonade concentrate
4 cans Sparkletts® Lemon Sparkling Water
Rosemary
Dispense 10-oz. water in each mug (3). Add 4 tea bags of Lemon Ginger Herbal Tea and a rosemary sprig to each. Steep tea for 12 minutes. In a large bowl, combine 1 can frozen lemonade concentrate and 4 cans of Sparkletts® Lemon Sparkling Water. Remove tea bags, and combine tea with lemonade mixture. Add 1 more can of Sparkletts Lemon Sparkling Water. Stir. Serve over ice with rosemary for garnish.

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What to Order:
22137009 – Sleep Organic by Bigelow® Chai Black Tea, 20 Ct (6 Each per Case)
Your Trusted Partner for Brewed-Beverage Success

Rely on us to work with you on delivering a distinctive, brewed-beverage program that is:

- **Reliable** in delivering service and expertise you can count on
- **Tailored** to your business goals and operating dynamics
- **Flexible and Responsive** in addressing changing needs and new opportunities

Contact Us to Learn More or Initiate a Pilot Test for Your Business!
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