

Organogram of a restaurant



Organizational chart / Organogram of a traditional coffee house in Malaysia A kopitiam or kopi tiam is a traditional coffee shop found in Southeast Asia, patronised for meals and beverages. The word kopi is Malay for coffee (as borrowed and altered from English) and tiam is the Hokkien dialect word for shop (?). Menus typically feature simple offerings: a variety of foods based on egg, toast, and kaya, plus coffee, tea, and Milo, a malted chocolate drink which is extremely popular in Southeast Asia, particularly Singapore, Malaysia and Riau Islands. In Malaysia

In Malaysia, as in Singapore, kopitiams are found almost everywhere.

However, there are a few differences. In Malaysia:

- the term kopitiam in Malaysia is usually referred specifically to Malaysian Chinese coffeeshops;
- food in a kopitiam is usually exclusively Malaysian Chinese cuisine;
- food courts and hawker centres are usually not referred to as kopitiams. Recently a new breed of “ modern” kopitiams have sprung up. The popularity of the old-fashioned outlets along with society’s obsession with nostalgia and increasing affluence has led to the revival of these pseudo-kopitiams.

The new kopitiams are fast-food outlets which are reminiscent of the old kopitiams in terms of decor, but are usually built in a more modern, hygienic setting such as a shopping mall rather than in the traditional shophouse, catering mainly for young adults. To offer the true kopitiam experience, modern kopitiams such as Uncle Lim’s Cafe mostly offer authentic local coffee brews, charcoal grilled toast served with butter and kaya (a local version of jam made from coconut milk and eggs) and soft boiled eggs. Some have extended menus where local breakfast, lunch and dinner meals are served.

To tap into the sizable Muslim market, these kopitiam usually serve food that is halal (permissible for consumption by Muslims) unlike the traditional shophouse kopitiam. Today there are no less than 100 brand names of modern kopitiam operating in various parts of Malaysia. Kopitiam in Ipoh oldtown district serves Ipoh white coffee. The coffee beans are roasted with palm-oil margarine and with less sugar. Resulting in a brew that is lighter in colour than normal coffee beans that uses sugar. Hence the name 'white coffee'. The colour is almost comparable with coca-cola.

Example of typical kopitiam beverage terms

- kopi oh = hot black coffee (sweetened)
- kopi oh peng = iced black coffee (sweetened)
- kopi oh kosong = hot black coffee (unsweetened)
- kopi oh kosong peng = iced black coffee (unsweetened)
- kopi = Coffee with condensed milk (sweetened)
- kopi peng - iced White coffee (sweetened)
- kopi ' c' - hot coffee with evaporated milk (sweetened)
- kopi ' c' kosong - hot coffee with evaporated milk (unsweetened)
- kopi ' c' peng - iced coffee with evaporated milk (sweetened)
- teh oh = hot tea (without milk, sweetened)
- teh oh peng = iced tea (without milk, sweetened)
- teh oh kosong = hot tea (without milk, unsweetened)
- teh oh kosong peng = iced tea (without milk, unsweetened)
- teh = Tea with condensed milk (sweetened)
- teh peng - iced milk tea (sweetened)
- teh ' c' - hot tea with evaporated milk (sweetened)
- teh ' c' kosong - hot tea with evaporated milk (unsweetened)
- teh ' c' peng - iced tea with evaporated milk (sweetened)
- tiao hee or tiao her - Chinese tea
- tut kiu - Milo

Explanation of kopitiam terms

- kopi = coffee
- o/ oh = black (coffee) / without milk (tea)
- peng = iced
- kosong = Malay for " zero", meaning without sugar
- ' c' = with evaporated milk (origins from Hainanese

which “ Xi”/” C” sound means “ fresh” (?) i. e. “ Fresh” Evaporated milk , ‘ Xi Gu-nin’ meaning fresh evaporated milk in Hainanese) •teh = tea •tiao hee or tiao her = Hokkien for ‘ fishing’ Reference to dipping up and down of tea bag. •tut kiu = Hokkien for ‘ kicking a ball’, as retro Milo tins often feature a soccer player kicking a ball on their labels. •’siew dai’ = Foo chow (Hock Chew) or Cantonese for ‘ less sweet’ or ‘ less base’, i. e. less sugar or sweet condensed milk (added to the bottom of the cup). ‘ ka dai’ = Foo chow (Hock Chew) for ‘ less sweet’ or Cantonese for ‘ add base’ i. e. a sweeter beverage, with more sugar or condensed milk added. These terms may be used in different configurations to suit one’s liking. “ Coffee shop talk” “ Coffee shop talk” is a phrase used to describe gossip because it is often a familiar sight at kopi tiams where a group of workers or senior citizens would linger over cups of coffee and exchange news and comments on various topics including national politics, office politics, TV dramas, sports and food.