Barista Training Program Outline

# Program Introduction

This Barista Training Program is designed for the staff of Cozy Bean Café, aiming to enhance their skills in coffee preparation, customer service, and knowledge of coffee origins and flavors. Conducted by the Specialty Coffee Supply and Consultation Firm, this program will enable baristas to craft exceptional coffee drinks and provide an outstanding customer experience.

# Training Objectives

1. To master the techniques of espresso extraction, milk steaming, and latte art.

2. To understand the characteristics of different coffee beans and their impact on flavor.

3. To improve customer service skills, with a focus on coffee knowledge sharing.

4. To maintain and troubleshoot common issues with coffee brewing equipment.

# Program Schedule

Duration: 5 days, from 2024-02-20 to 2024-02-25

Day 1: Introduction to Coffee - Origins, varieties, and processing methods.

Day 2: Espresso Techniques - Grinding, dosing, tamping, and extraction.

Day 3: Milk and Latte Art - Steaming milk, texturing, and pouring techniques.

Day 4: Brewing Methods - Overview of different brewing methods, including pour-over and French press.

Day 5: Customer Service and Equipment Maintenance - Best practices in customer engagement and equipment care.

# Assessment and Certification

Participants will undergo a practical assessment at the end of the program. Successful candidates will receive a Barista Training Certification, acknowledging their skills and knowledge in coffee preparation and service.