

PASSION FOR SERVICE: ROLE OF THE BARTENDER

Trainer Activity Guide

In this activity, you will review roles and workflows in the Mixology and Princi zones to ensure partners understand their role and how the team will work together to create the *Roastery and Reserve Experience* for customers. **TRAINER NOTE:** Include Reserve zone when applicable per location.



30 minutes



LEARNING OBJECTIVE

After completing this activity partners should be able to:

- Describe the bartender workflow
- Understand how the Mixology zone works together with neighboring zones to create the *Roastery and Reserve Experience* for our customers

DIRECTIONS

To get the most out of the activity, plan to lead this as a 1:1 exercise with a partner.

The training should be led by a Bartender Trainer.

CHECKLIST

- ☐ Schedule 30-minutes for this training activity
- ☐ Review the following modules:
 - Passion for Service: Role of the Bartender
- ☐ Ensure you have the following supplies:
 - Passion for Service: Role of the Bartender Facilitator Guide
 - Passion for Service: Role of the Bartender Module
 - Mixology Play Catalog
 - Mixology Checking ID QRG
- **TRAINER NOTE:** Include Reserve zone roles and workflows when applicable per location.



30 minutes



1

Prepare – Introduce the activity (2 mins)

Welcome to the Passion for Service: Role of the bartender activity. Over the course of the next

30 minutes we will...

- Review Passion for Service and our Service Philosophy
- Review the bartender workflow
- Discuss how we work as a team to create the *Roastery and Reserve Experience* for our customers

2

Present – Complete the Role of the Bartender Module (25 mins)

Complete: Review the Role of the Bartender Module.

3

Follow Up (3 mins)

Say: That concludes this activity. You are ready to create the desired experience for our customers while working as a team.

Ask: What questions do you have for me? When support is needed, who are your resources and for what?

Say: Be sure to take a few notes in your Learning Journal.

Well done and thanks for your time and commitment!