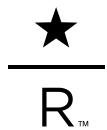


# MIXOLOGY

## Training Program Guide

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## Bartender Trainer: Your Role



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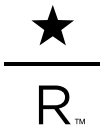


The Bartender Trainer inspires and nurtures craft, helping to lead the new bartenders on their learning path.

The training experience you provide to a new bartender is at the heart of bringing the *Roastery and Reserve Experience* to life.

As a **Bartender Trainer**, you will:

- Create a safe, comfortable, and inspiring learning environment
- Assess and adapt to your learner's prior knowledge and current capabilities
- Leverage the Teaching Model to provide a consistent learning experience
- Implement and track your learner's training plan to ensure completion
- Help your learner develop critical skills and behaviors to make them successful
- Role model the Partner DNA and provide real-time feedback to help your learner unlock their potential
- Provide regular feedback to your manager about the new Bartender's accomplishments and growth



Use the **Teaching Model** as you train and complete activities with the new bartender. This ensures they get all the information they need to be successful.

It is important that each bartender receive the same training to ensure that every customer receives an extraordinary experience. Adjust your delivery of the training to best fit your bartender's learning style and needs.

The Teaching Model has four steps that you'll use for each activity:

Prepare  
Present  
Practice  
Follow up

During the Present and Practice steps, you will share the following with your learner as you teach them a new skill:

- Workflow - the sequence of the task you are completing
- Key points - detailed steps to successfully complete the task
- Reasons why - why it is important to do the task this way

## Prepare

Before getting started, be sure to gather all the materials you need (training tools and operational workflows). Review the training plan and activity guide to see what you will be teaching the bartender that day. Familiarize yourself with the materials in the activity guide and make sure you are comfortable with teaching the topic.

Trainer should:

- Put the bartender at ease and encourage them to ask questions.
- Next, assess the new bartender's prior knowledge and experience with the specific task you are about to complete. For example, ask the bartender, "*What is your experience with Italian wine and beer? Aperitivo? Coffee and Tea Mixology?*"
- Ask open ended questions about what the bartender just learned in their barista training.
- Last, tell the new bartender what you will teach, why it is important and how it connects to the *Roastery and Reserve Experience*.



### Present

In the present step, you will demonstrate the skill or behavior you are teaching the new bartender. Provide enough information to properly demonstrate what you are teaching without overwhelming the new bartender. For example, share a personal experience or tip about the topic. Be as short and concise as possible.

Most skills and workflows are taught using the Workflow, Key Points and Reasons Why. The activity guide will let you know when you should use this model.

When training a skill or workflow, the trainer should:

- Demonstrate the skill once while saying the Workflow.
- Demonstrate the skill a second time while saying the Workflow, Key Points and Reasons Why. Say each workflow step, key points, and reasons why throughout the process of completing the skill.
- Provide additional tools or resources, as needed. For example, you may need to provide the bartender with another job aid or draw a visual to support their learning.
- Always offer to repeat the demonstration for the bartender. You may need to repeat the skill more than once. Remember, some bartenders learn quicker than others and that's okay.

### Practice

In the practice step the new bartender practices the new skill or behavior you have just demonstrated.

When learning a skill or workflow, the bartender should:

- Demonstrate the skill once without saying anything.
- Demonstrate the skill a second time while saying the Workflow.
- Demonstrate the skill a third time while saying the Workflow, Key Points, and Reasons Why.
- Continue to practice the new skill to gain proficiency. It's okay if the bartender needs to practice the skill several times to get it correct.



### Follow Up

The follow up step of the teaching model helps you conclude the training with the new bartender. Be sure to share feedback.

Trainer should:

- Ask the bartender for any remaining questions and provide answers. Encourage open-ended questions so the bartender can feel empowered to ask what is on their mind. Be present and thoughtful about this phase of the training.
- Tell the new bartender where to find additional information or resources to continue driving their own learning.
- Continue to check in with the bartender during their shifts, providing recognition and feedback.

### Multiple Trainers

There may be times that multiple trainers will support a bartender's training. This option may leverage focused expertise within the trainer team or support scheduling needs. As you work with other trainers, be sure you are consistent in your training approach.

Encourage bartenders to take notes in their learning journal as they learn. Ask them to share any questions from previous activities with other trainers so you can provide consistent support.

### Your Impact:

- Empowers bartenders to own and drive their learning with your support
- Encourages confidence in partners as they grow
- Inspires new bartenders to be proud to put on their apron every day

Thank you for being such an impactful part of the bartender learning journey!



**Bartender Training** is divided into five blocks: *Your Role, Passion for Service, Mixology Leadership, Mixology Craft and Operational Excellence*. Each block consists of facilitator led training followed by hands-on activities led by a Bartender Trainer.

The bartender will be auto assigned the relevant training based on store type: Roastery, Reserve Store or Princi Bakery.

Take a moment to review the Bartender Training Plan. The Training Plan outlines the modules and activities in each block. Trainers will use the Activity Guides to lead the bartender through each hands-on activity.

Use the Bartender Training Plan to schedule the appropriate time for the bartender to complete the digital modules, activities and skill checks.

**Additional Training:**

Optional training (modules and/or activities) is noted on the training plan and may be applicable, based on your store needs. Schedule these additional or optional trainings from MyLearning.

**Connect & Plan:** At the start of each shift, the trainer will connect with the learner for five minutes to review previous learnings and share the plan for the day. Encourage the bartender to lead the conversation and ask any questions or share observations from the previous day's training. This is also a great time to share a Princi tasting and coffee with the bartender.

**Pause & Reflect:** Close the last activity of the day with fifteen minutes of reflection time, encouraging the bartender to record insights in their learning journal or ask questions. Your bartender may have topics from the training they want to revisit – trainers can note this on the training plan and start the next day off by returning to those questions.

This is also a great time to share encouragement and celebrate the bartender's progress!





### **Resources**

This guide provides the basics you need to create a great learning experience for a new bartender. For more detailed learning on training new partners, refer to the Starbucks Bartender Trainer Program.

Additional resources you will use during training include the Activity Guides and operational tools such as workflows, recipe cards, or store specific tools.

### **Access Digital Training**

Access MyLearning to see the applicable training assignments. Access MyLearning directly or from the Hub.

### **Training Program Completion**

At the end of the bartender's training, celebrate training program completion. Encourage the partner to reflect on the journey and the significant learnings along the way. The bartender will complete a final skill check with a member of the store management team. Think about creative ways to recognize this significant milestone!



## Manager Discussion Guide: Connect & Plan

### Getting Started

Use this guide to prepare for, and conduct, the *Connect & Plan* conversation with each new bartender. The *Connect & Plan* conversation is the first experience a new Princi bartender has with store leadership. This conversation should be scheduled with the partner's primary trainer and the Training Store Manager or another member of the store management team.

### Intention

*Connect & Plan: Welcome to Mixology* is a conversation meant to inspire. It is focused on welcoming the bartender and introducing them to the learning experience they are about to begin. You should use this time to share how special and unique being part of Roastery, Reserve and Princi is. The bartender should leave this conversation feeling ready to learn and excited to bring the *Roastery and Reserve Experience* to life.

### Leading the Conversation

The Manager Discussion Guide is not a script to follow. Use the prompts to guide your conversation, ensuring you cover all the topics listed.

Schedule 30 minutes at the beginning of the bartender's first training day. The bartender's primary trainer and the training manager or a member of the store management team should conduct this conversation.

Have these items available:

- Bartender Training Plan
- Mission Statement
- Tasting of Princi blend and food pairing
- Siren Retail Learning Journal



### Getting Started

Use this guide to prepare for, and conduct, the *Pause & Reflect: Your Role* activity with each new bartender. This activity takes place after the new bartender has completed the *Your Role* training modules, and should take place at the end of the first block of training. The activity should be scheduled with the Operations Manager (Roasteries) or General Manager (Reserve Stores & Princi Bakeries).

### Intention

*Pause & Reflect: Your Role* is a conversation meant to build on what the new bartender learned on their first day. Use this time to weave together what the bartender just learned with your own passion and personal stories. The bartender should leave this conversation feeling connected to our Passion for Service, and to their role in bringing the *Roastery and Reserve Experience* to life.

- Share back learnings and questions from their first day of training
- Understand the resources/people available during training and beyond
- Review training expectations (open dialogue, journaling, maximum participation)
- Review and sign addendum policies and paperwork

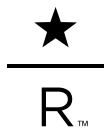
### Leading the Conversation

The Manager Discussion Guide is not a script to follow. Use the prompts to guide your conversation, ensuring you cover all the topics listed.

Schedule 60 minutes at the end of the bartender's first training day. The activity should be scheduled with the Operations Manager (Roasteries) or General Manager (Reserve Stores & Princi Bakeries).

Have these items available:

Addendum/dress code	Drug and alcohol policy
Events & SLT	Social Media Policy
Availability sheet	<i>Roastery Only</i>
Time off	POD overview
Blank PDP	POD leader attendance
Organizational Chart	



## Manager Discussion Guide: Skill Checks

### **Getting Started**

Use this guide to prepare for, and conduct, the end of lesson skill checks in bartender training. Skill checks are your time to meet and connect with the new partner, after you have spent time during the shift observing their skill. The discussions are your chance to give feedback and share areas of strength and continued learning.

Be sure to celebrate this important milestone and recognize the bartender's success!