



ROASTERY BARISTA MANAGER SUPPORT KIT

Overview

Developing world class barista capabilities is required to help new Roastery & Reserve baristas thrive in our ever-changing business environment. This is the first step in creating the *Roastery and Reserve Experience* and realizing our Passion for Service.

In this kit, you will find everything you need to know to support your new partner in completing Roastery Barista. The information provided will help you understand how to plan for the training, as well as support and develop your baristas in their new role.

Contents	Page
Learning objectives & Program Description	02
Your role as a manager	03
Barista Trainer responsibilities	04
Learning journey	05
Program components	06
Your Role and Next Chapter	07
Supporting the trainer	08
Teaching Model	09
Scheduling considerations	10
Tips and troubleshooting	11



ROASTERY BARISTA MANAGER SUPPORT KIT

Program Description

Roastery Barista Training is designed around the Barista Approach and fully immerses the learner in all aspects of the role. The training prepares baristas to create handcrafted moments, showcase craft and deliver the *Roastery and Reserve Experience*.

Learning objectives

After completing Roastery Barista, a new barista will be able to:

- Apply Passion for Service to create the *Roastery and Reserve Experience*
- Describe our Partner DNA and the Partner Purpose
- Show Coffee Curiosity through storytelling around Reserve coffees
- Deliver high-quality, handcrafted products
- Describe and perform store positions
- Explain how to work together following Roastery and Reserve Workflows
- Use store equipment properly (e.g. register, Black Eagle, Clover, Siphon, Chemex®, Pour Over)





ROASTERY BARISTA MANAGER SUPPORT KIT

Your role as a manager

Familiarize yourself with the Roastery Barista Training Plan so you know what they are about to experience. This plan provides an overview of how much time to plan for a barista to complete all elements of their training (digital modules, activities, skill checks, etc.).

Where do I start?

To be successful, baristas need to know what to expect and understand the plan for their learning journey. Think about how you will communicate the training plan and your expectations of the barista.

Manager responsibilities

You and your trainers play key roles in developing baristas. Work together to make sure your Roastery Barista receives the highest quality training.

Review the manager responsibilities below:

- Create the **Training Plan** and schedule training shifts
- Conduct **Siren Retail First Sip** conversation
- Conduct **Your Role** conversation
- Schedule a Barista Trainer to complete all activities and practice shifts with the new Roastery Barista
- Support the trainer; make sure they are familiar with all training components and how to train using the activity guides and teaching model
- Check in with the trainer and barista throughout training for feedback and progress
- Complete skill checks
- Conduct **Next Chapter** conversation





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Trainer Responsibilities

Your Barista Trainer or Training Specialist will guide the new barista through their learning journey, however, you as the manager are ultimately responsible for their training and development.

Trainer responsibilities include:

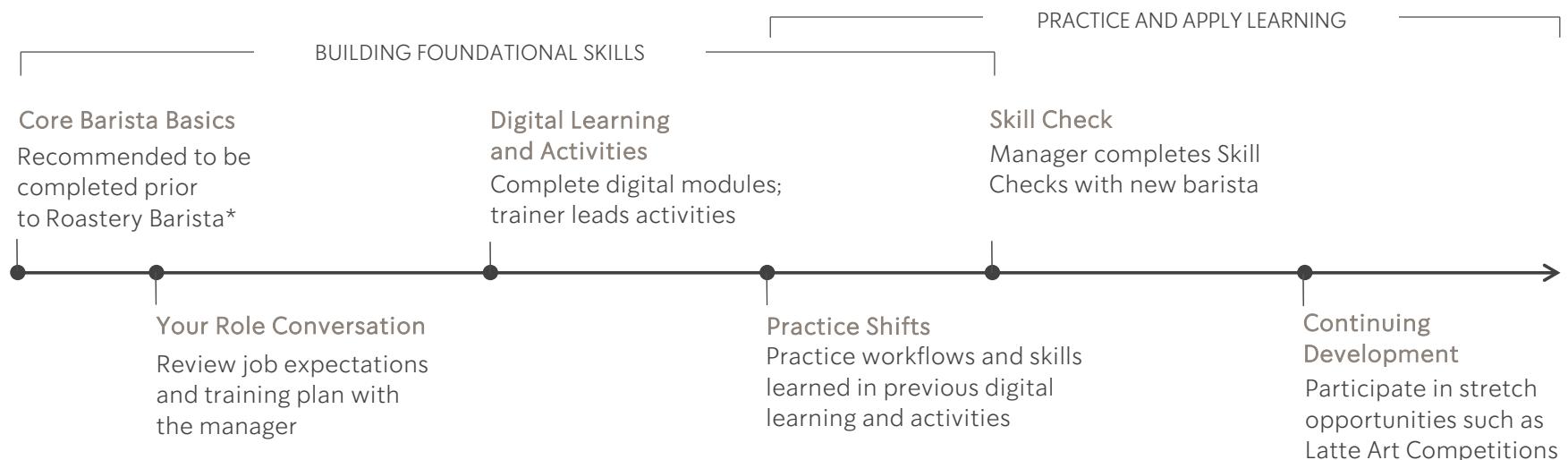
- Creating a welcoming experience for the new barista
- Preparing for the barista's training by reviewing the Roastery Barista Activity Guides
- Training the barista according to the **Training Plan** following the **Teaching Model**
- Acting as a role model for the new barista; is inclusive of others with different backgrounds and experiences
- Recognizing accomplishments and providing feedback to the barista on areas to improve
- Providing the new barista with an opportunity to practice
- Communicating the barista's progress to the manager
- Understanding how to access all training materials





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Roastery Barista Learning Journey



Roles & Responsibilities



Barista

- Complete Training Plan
- Digital learning
- Activities, practice and Skill Checks
- *Coffee Exploration Atlas*



Trainer

- Follow Training Plan and ensure completion
- Guide Activities
- Teaching and Coaching



Manager

- Continued training and development
 - Feedback, coaching and recognition
 - Skill Checks
- Training Plan
 - First Sip and Your Role discussion
 - Next Chapter Discussion



ROASTERY BARISTA MANAGER SUPPORT KIT – PROGRAM COMPONENTS

Training Plan

The manager is responsible for completing the training plan. Make sure to schedule the ‘blocks’ of training in the suggested sequence.

Training for store-specific concepts and workflows should be assigned in the allotted extra blocks in the training plan.

Digital Modules

Roastery Barista is auto-assigned in **MyLearning**.
Roastery Barista is accessed through Partner Hub > Siren Retail > Training.

Activity Guides

The activity guides are used by the trainer to guide the barista through hands-on activities and practice time.

Activities can be completed in any order – depending on the needs of your store. The manager determines the order of the activities and notes it on the training plan.

Discussion Guides

Your Role and **Next Chapter** discussions are both led by the manager.

Your Role should always be the first step in the learning journey and the **Next Chapter** conversation should always be the last step.

Skill Checks

Skill Checks are your opportunity to check the new barista’s understanding of how to craft beverages following the proper workflow and recipe.

Skill checks include:

- Black Eagle
- Chemex®
- Clover
- Coffee Press
- Pour Over Cone
- Siphon



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Your Role and Next Chapter

Your Role

The manager conducts the Your Role conversation. During this 30-minute conversation, the new barista will receive a tour of the store and meet the store team. They will learn about time and attendance, rest and meal breaks, dress code and job expectations. Provide the barista with a copy of their training plan, introduce them to their barista trainer and let the training begin!

Next Chapter

The Next Chapter discussion is your opportunity to review the training experience with the barista and provide feedback. This 30-minute discussion should be scheduled after all digital training, activities and skill checks are complete. Prior to the discussion, gather any feedback from the Barista Trainer on successes and areas of opportunity.

How is training completion achieved?

After completion of all digital training modules, activities and skill checks, meet with the barista and conduct the Next Chapter discussion. This formally concludes Roastery Barista Training.





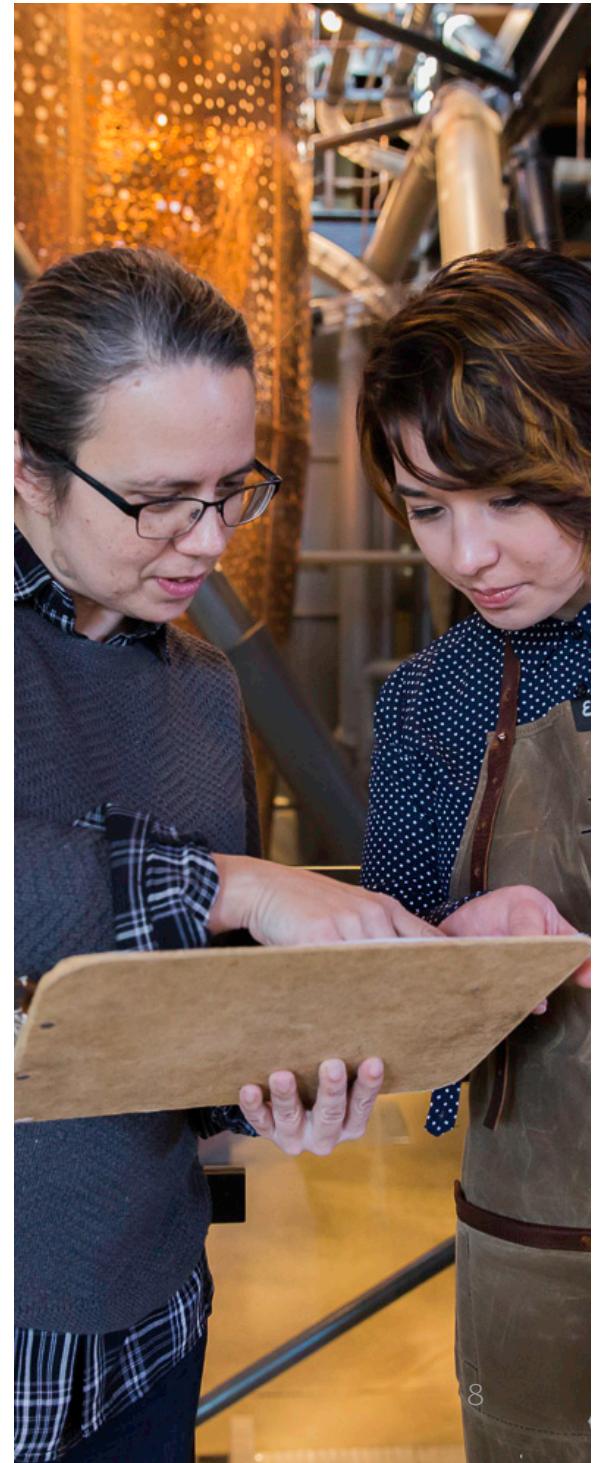
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Supporting the Trainer

Not all training will be baristas and their manager. To help your barista work most effectively with their trainer, consider the top tips below.

Top tips

- **Always provide an overview.** Ahead of any training, be sure to brief the trainer on:
 - Your expectations for the learning experience.
 - The barista's experience. If you are unsure, it is safer to underestimate existing knowledge than to make assumptions about what they can do.
 - What matters to the learner. Try to paint a picture of the learner's goals. What is their learning style?
- **Ask what the trainer needs from you.** Remember to keep it a two-way conversation. Most trainers will also have their own questions to ask you, so make sure you leave time and encourage them to ask these. The aim is for them to feel they have all the information they need to feel confident and prepared ahead of training experiences.
- Always follow up. Schedule time for a debrief, following a training session. During this time, it is useful to find out:
 - How the learner is progressing. What came to them naturally? What challenges did they face?
 - What questions the learner asked.
 - How you can support the learner to build or develop specific skills.
 - What's the next steps? What's expected of you/the trainer next?





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Follow the Teaching Model

Whether you or the trainer are teaching, make sure to always follow the Teaching Model. The Teaching Model reinforces the reasons why we do things the way we do. The Teaching Model also helps the learner remember the information. Repetition reinforces the skills learned!

Practice is Key

Encourage the barista to complete practice sections listed on the training plan. This helps the retention of new knowledge and skills, and gives the new barista a chance to apply what they have just learned. For example, the barista practices working on support for a couple of shifts before moving on to the next ‘block’ of training. Practice helps reinforce the skills learned and builds confidence, competence and proficiency in role – bringing them up to speed faster. Knowing how to do something well also helps the barista feel more confident and engaged in their work!

What your trainer needs from you

Your Barista Trainer should have all the information they need to feel confident and prepared ahead of any training experiences.

- Share the training plan with them and make sure they have time to connect with the barista before training begins
- Keep the dialogue with your trainer open; ask for feedback on how training is going and what they need from you
- Be involved and show your support as you are ultimately responsible for how every new barista is trained



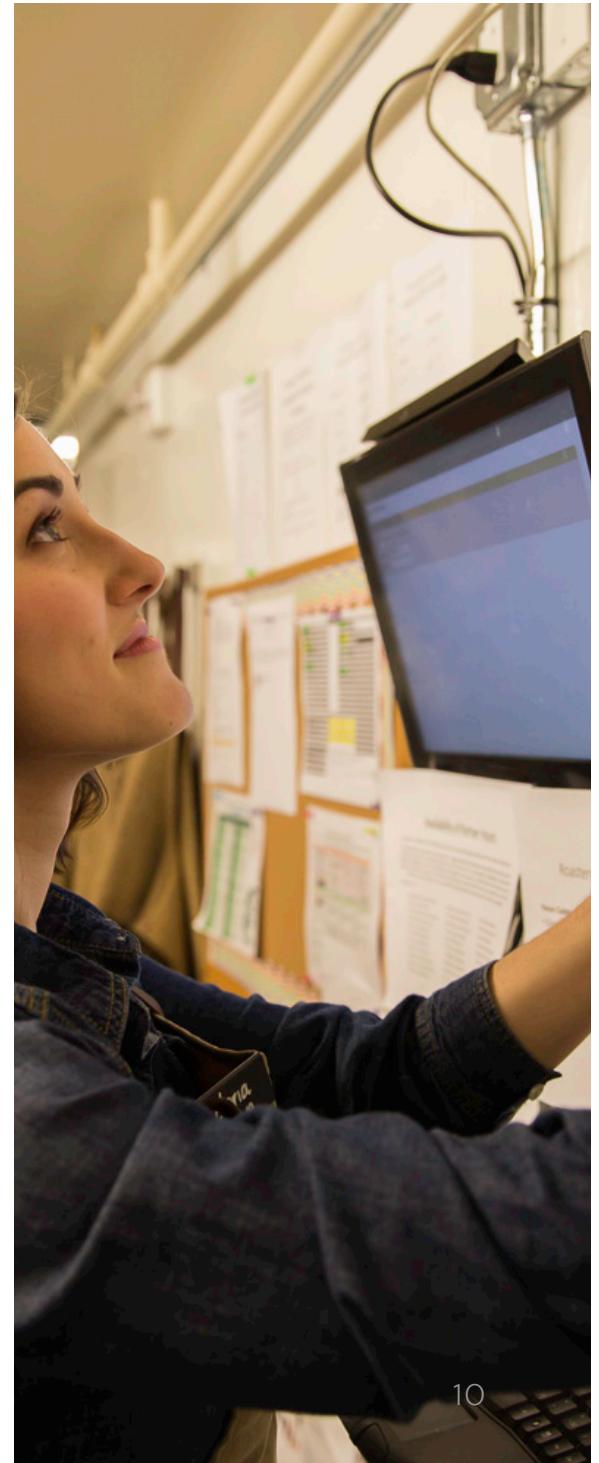


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Scheduling Considerations

The training flow has been designed to allow for flexibility when scheduling both baristas and trainers. Adhere to the following scheduling considerations whenever possible:

- Allow time for the trainer to prepare for the training session
- Ensure that the trainer who is conducting the training is not the floor manager for the shift
- When possible, schedule the same trainer for the new Roastery Barista throughout their training plan
- Schedule outside of peak and during slower periods of business (if possible)
- The manager always conducts the First Sip, Your Role and Next Chapter discussions
- Training should occur at a time of day when business will be slow, but will still allow for enough customer transactions to give the barista sufficient practice. For example, Point of Sale training
- Skill Checks: Skill checks should occur during a time that will allow the barista to prepare the brew method required





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Troubleshooting Guide

How do I record group training completion in MyLearning?

If you are using digital training, record group training in MyLearning. Access the MyLearning Resources page on the Hub for additional how-to information.

Who do I contact if I have technical questions around MyLearning? (e.g. One of my partners completed Roastery Barista but has not been marked complete. What do I do?)

Call the Enterprise Help Desk (EHD).

Who do I contact if I have questions about the training program?

Your primary resource is your general manager or regional operations coach.