







ROASTERY AND RESERVE BARISTA TRAINING PROGRAM: Condensed for Mixology

						
MODULES	Your Role <ul style="list-style-type: none"> Welcome – Your Role: <i>Roastery and Reserve Experience</i> Ecosystem Overview 	Passion for Service <ul style="list-style-type: none"> Experience the Roastery/Reserve Store* Passion for Service Guiding Orders Concierge Total/Table Service Role of the Server 	Coffee Leadership <ul style="list-style-type: none"> Storytelling and Tasting Coffee with Customers Perfect Pairings Presenting Customer Orders <ul style="list-style-type: none"> Overview (<i>why it's important</i>) 	Operational Excellence <ul style="list-style-type: none"> Back of House – Overview Role of Table Touch 	Barista Craft <ul style="list-style-type: none"> Reserve Espresso Essentials Steaming Milk and Latte Art Building Espresso Beverages Brewing Fundamentals Manual _ Mod Pour Over Chemex Siphon Coffee Theatre 	Lifestyle <ul style="list-style-type: none"> Reserve Lifestyle & Merchandise Selling Skills The Scoop Bar Role of the Concierge
ACTIVITIES	Your Role <ul style="list-style-type: none"> Welcome - Connect and Plan Store Map and Positions Your Role - Pause and Reflect 	Passion for Service <ul style="list-style-type: none"> Passion for Service Customer Menu Concierge Customer Touch Table Service and Bar Top POS Activity <ul style="list-style-type: none"> POS training (<i>order</i>) Consolidator and Runner 	Coffee Leadership <ul style="list-style-type: none"> Tasting and Sharing Reserve Coffees Food Pairing 	Operational Excellence <ul style="list-style-type: none"> Back of House – Overview Lobby 	Barista Craft <ul style="list-style-type: none"> Cold Brew Spiritfrees <p><i>Observe brew process, taste and be able to describe:</i></p> <ul style="list-style-type: none"> Pour Over Chemex Siphon Coffee Theater Coffee Flight Coffee Press 	Lifestyle <ul style="list-style-type: none"> Retail – Overview Selling Skills Scoop Bar – Overview

SKILLS GAINED :

- Understanding of *Roastery and Reserve Experience*
- Passion for Service
- Roastery operations and zones
- Understanding of the Siren Retail Ecosystem
- Understanding of and ability to tell the Reserve story

- Knowledge and skills to enable espresso classics menu
- Ability to describe and distinguish brew methods to guide and recommend experiences to customers
- Ability to taste and describe coffees
- Understanding of where to locate ops resources

OPS SUPPORTING TOOLS

- Mixology program overview + timeline

ROASTERY AND RESERVE MIXOLOGY TRAINING PROGRAM



MODULES

ACTIVITIES

	Your Role	Passion for Service	Mixology Leadership & Craft	Operational Excellence
	<ul style="list-style-type: none">Welcome and ConnectRoastery & Reserve Mixology Experience	<ul style="list-style-type: none">Role of the BartenderGuiding Orders	<ul style="list-style-type: none">Mixology Theater	
	Your Role	Passion for Service	Mixology Leadership & Craft	Operational Excellence
	<ul style="list-style-type: none">Welcome and ConnectRoastery & Reserve Mixology ExperiencePause and Reflect	<ul style="list-style-type: none">Role of the BartenderGuiding ordersPause and Reflect	<ul style="list-style-type: none">Mixology TheaterSpiritfree, Service + TastingBeer/Cider Basics, Service + TastingWine Basics, Service + TastingAperitivo & Digestivo Basics, Service + TastingSpirit & Cocktail Basics, Service + TastingPause and Reflect	<ul style="list-style-type: none">Operational ExcellenceReview Liquor License RequirementsPause and Reflect

SKILLS GAINED:

- Ability to tell the Mixology and Aperitivo story
- Understanding of bartender role and responsibilities
- Understanding of zone, deployment and support
- Proficiency in beverage service and builds
- Understanding of legal implications
- Quality and safety standards
- Operational procedures

OPS SUPPORTING TOOLS

- Mixology Ops support tools