

ROASTERY AND RESERVE MIXOLOGY EXPERIENCE

Trainer Activity Guide



30 minutes



In this activity, you will lead the partner through the Mixology experience. This includes the program overview and exploring the space to highlight design elements, zone layout and key positions.

LEARNING OBJECTIVE	DIRECTIONS	CHECKLIST
<p>After completing this activity partners should be able to:</p> <ul style="list-style-type: none">• Describe the basics of the Mixology program• Describe the <i>Roastery and Reserve Experience</i> from the Mixology zone, including the unique design elements• Understand customer flow and key positions	<p>To get the most out of the activity, plan to lead this as a 1:1 exercise with a partner.</p> <p>The training should be led by a Bartender Trainer.</p>	<ul style="list-style-type: none"><input type="checkbox"/> Schedule 30-minutes for this training activity<input type="checkbox"/> Review the following modules:<ul style="list-style-type: none">○ Roastery and Reserve Mixology Experience<input type="checkbox"/> Ensure you have the following supplies based on applicability:<ul style="list-style-type: none">○ Roastery and Reserve Mixology Experience Facilitator Guide○ Roastery and Reserve Mixology Experience Module○ Store map with zones○ Zone Support, Lobby Support, Customer Delivery Workflows○ TRAINER NOTE: Include Reserve zone roles and workflows when applicable per location.



30 minutes

1 Prepare - Introduce the activity (2 mins)

Welcome to the Mixology Experience activity. Over the course of the next 30minutes we will...

- Review the Mixology Program
- Tour the Mixology space to highlight unique design elements you will want to share with customers
- Review the layout and store positions.

2 Present – Roastery and Reserve Mixology Experience (25 mins)

(following the notes in the facilitator guide)

3 Follow up (3 mins)

Say: That concludes this activity.

Ask: What questions do you have for me? What was your biggest insight from the activity?

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

Well done and thanks for your time and commitment.

