

# MIXOLOGY LEADERSHIP & CRAFT: SPIRITFREE, SERVICE + TASTING

## Trainer Activity Guide

This activity is a chance to become familiar with our spiritfree beverages, applicable workflows and apply passion for service.



60 minutes



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60 minutes



### Learning Objective

After completing this activity partners should be able to:

- Be familiar with our current spiritfree beverages
- Pour spiritfree beverages following the appropriate workflows while demonstrating Passion for Service
- Provide recommendations to customers based on product knowledge
- Maintain product quality

### Directions

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

The training should be led by a Bartender Trainer.

### Checklist

- ☐ Schedule appropriate time for this training activity based on needs of bartender
- ☐ Review the following materials:
  - This discussion guide
- ☐ Ensure you have the following supplies:
  - Mixed Drink Service Workflow
  - Mixology Recipe Card Deck
  - Beverage ingredients and beverage build components

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### **Prepare – Introduce the activity (5 mins)**

**Welcome to the Mixology Leadership & Craft: Spiritfree, Service + Tasting activity. Over the course of the next 30 minutes we will:**

- Learn and practice mixed drink service workflow
- Learn spiritfree recipes
- Taste our spiritfree beverages

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### **Present – Mixed Drink Service Workflow (10 mins)**

**Ask:** What did you learn about natural break points during barista training? Given your expertise, what are some natural break points within mixed drink service?

**Tell** the partner they are going to learn the intentional steps of Roastery and Reserve mixed drink service and natural break points.

**Read** the Mixed Drink Service Workflow.

**Demonstrate** spiritfree service following the Mixed Drink Service Workflow and spiritfree recipe cards highlighting key points and reasons why.

**Tell** partners to reference the workflow and recipe card as you demonstrate. This is a critical component in training as Passion for Service lives within the steps of service, which they will experience during this activity. Refer to Facilitator Notes for details.

**Ask:** Are there any questions?





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**Practice – Pour Spiritfree beverages (40 mins)****Spiritfree Service**

**Ask** partner to demonstrate spiritfree service steps using the Mixed Drink Service Workflow and the spiritfree recipe cards. Repeat process as needed until service steps are successfully demonstrated.

**Encourage** partner(s) to taste spiritfree beverages.

**Discuss** how the partner would describe the beverage to a customer who has not had it before.

Repeat as needed depending on size of group to ensure all partners successfully complete steps of spiritfree service. Partners should practice with a different spiritfree beverage each time to allow tasting of all spiritfree beverages. Continue practice session until all spiritfree beverages have been tasted.

**Do:** Gauge the partners ability to share stories and showcase mixology theater for customers while demonstrating the steps of service. If the partner is not yet confident, continue practicing until they gain confidence.

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**Follow Up (5 mins)**

**Say: That concludes this activity.** You are ready to discuss spiritfree beverages with customers and make spiritfree beverages following the proper workflow to deliver passion for service.

**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!