



# Manager Support Kit

## **BARISTA BASICS**





# BARISTA BASICS MANAGER SUPPORT KIT

## Overview

The barista experience has an impact on the way they view their role. You (the store manager) are the key to ensuring baristas are trained and prepared to provide the *Starbucks Experience* for our customers and each other.

In this kit, you will find everything you need to know to support your new partner and their trainer in completing Barista Basics. The information provided will help you understand how to plan for the training, what you can do to support and develop your baristas in their new role and how you can coach their trainers who support the barista's learning journey.

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# BARISTA BASICS

## MANAGER SUPPORT KIT

### Learning Objectives

In order to prepare a new barista, you need to understand the expected outcomes of the training. By completing Barista Basics, the new barista will learn how to:

- Describe the responsibilities of the barista role
- Describe Our Starbucks Mission and Values
- Create the *Starbucks Experience* for our customers and other partners
- Describe and perform store positions (e.g. Register, Bar, Customer Support, Support)
- Prepare and serve beverages to standard
- Prepare and serve food to standard
- Use store equipment to standard (including register, brewers, grinders, blenders and espresso machines)
- Explain how to taste, describe and recommend coffees to customers
- Work together in different positions using applicable routines
- Complete tasks to create a clean, safe and welcoming store environment





## BARISTA BASICS MANAGER SUPPORT KIT

### Store Manager Responsibilities

You and your Barista Trainers have key roles in developing baristas. Work together to make sure your new barista receives the highest quality training.

Review the store manager responsibilities below:

- Create the training plan and schedule training shifts accordingly
- Conduct First Sip conversation prior to the barista starting Barista Basics
- Conduct Your Role as Barista conversation
- Assign one primary Barista Trainer to each new barista
- Schedule the Barista Trainer to complete all activities and practice shifts with the new barista
- Support the Barista Trainer while teaching Barista Basics
- Check-in with the Barista Trainer and new barista throughout training for feedback on progress
- Complete three skill checks
- Complete Knowledge Check
- Conduct Next Chapter conversation

### Where do I start?

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

First, familiarize yourself with your partner's upcoming learning journey so you know what they are about to experience.





## BARISTA BASICS MANAGER SUPPORT KIT

### Barista Trainer Responsibilities

Your Barista Trainer will guide the new barista through their learning journey. However you, as the store manager, are ultimately responsible for each barista's training and development.

Barista Trainers are responsible for:

- Creating a welcoming experience for the new barista
- Preparing for the new barista's training by reviewing the Barista Basics activity guides
- Training the barista according to the training plan
- Following the Teaching Model when teaching routines
- 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 new barista on areas to improve
- Be available to support the new barista during scheduled practice shifts
- Communicating the new barista's progress to the store manager
- Understanding how to access training materials including videos







# BARISTA BASICS

## MANAGER SUPPORT KIT

### Supporting the Trainer with the Learner

Not all training will be partners and their manager. To help your partner work most effectively with their Trainer, consider the following:

- Always provide an overview. Ahead of any training, be sure to brief the Barista Trainer on:
  - Your expectations/ the learning experience objectives
  - The partner'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. If you know, try to paint a picture of the learner's goals, what their learning style or preference is and how to get the best out of them
- 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. In this, it's useful to find out:
  - How the learner is progressing. What did they find easy? What challenges did they face?
  - What questions the learner asked
  - How you can support the learner to build or develop specific skills
  - What are the next steps? What is expected of you/the trainer next?

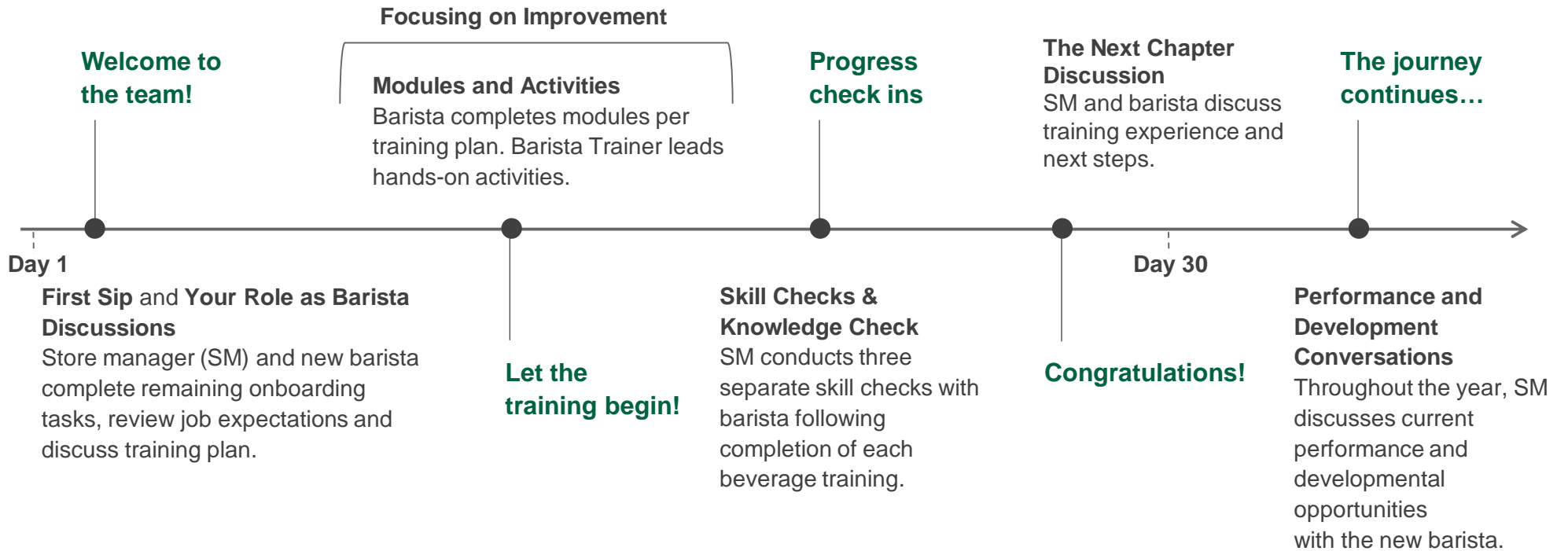




# BARISTA BASICS

## MANAGER SUPPORT KIT – TRAINING EXPERIENCE OVERVIEW

### Barista Basics Learning Journey



*\*First Sip should be completed before starting Barista Basics.*



#### Learner receives:

- Training Plan
- Learning Cards on Workjam
- Activities, practice and skill checks
- Support from a Barista Trainer



#### Trainer supports:

- Training Plan
- Trainer Support Kit with all activity guides



#### Leader supports:

- Training Plan
- First Sip Discussion
- Your Role as Barista Discussion
- Barista Trainer
- Skill Checks
- Knowledge Check
- The Next Chapter Discussion



## BARISTA BASICS

### MANAGER SUPPORT KIT – PROGRAM COMPONENTS

## Program Components

### Training Plan

The store manager is responsible for completing the training plan. Make sure to schedule the topics' of training in the sequence that works best for your store and your new barista.

Each topic of the training plan contains a practice checklist to follow once modules and activities are completed.

### Store Manager Discussion Guides

Your Role as Barista and Next Chapter discussions are both led by the store manager.

Your Role as Barista is always the first step in the learning journey while the Next Chapter discussion is always the last step.

### Skill Checks & Knowledge Check

Skill Checks and Knowledge Check are your opportunity to check the new barista's understanding of how to handcraft our core beverages to standard.

Skill checks include Espresso Beverages, Cold Beverages and Beverage Sequencing.

### Trainer Support Kit

The trainer support kit includes everything a Barista Trainer needs to successfully train one or more new baristas. Included in this kit are the core activity guides used by the Barista Trainer to guide the new barista through hands-on activities and practice time.

Activities can be taken in any order, depending on the needs of your store.

### Learning Cards

The learning cards are all self-directed and provide the essential information that the barista needs to know for each topic.

Some of the cards may contain activities, for example, to watch a video. The learning cards are also used by Barista Trainers, along with the activity guides, to teach each training topic.

#### NOTE

The Barista Basics Learning Cards are available on WorkJam.





# BARISTA BASICS

## MANAGER SUPPORT KIT – PROGRAM COMPONENTS

### Program Components

#### Barista Certification Kit

Every new barista receives a Barista Certification Kit. The kit contains the items needed to certify a new barista — this includes the training plan, skill checks and program certification.

The store manager is responsible for completing the training plan. Make sure to schedule the training topics in the sequence that works best for your store and your new barista.

Each topic on the training plan lists the activities to be completed with the Barista Trainer, followed by a practice checklist.

The store manager completes the Barista Basics Certification form (located at the back of the Barista Certification Kit) after training is complete.

#### Practice Shifts

Practice shifts are recommended to allow the barista to apply newly learned skills immediately following completion of a module. They can be scheduled as needed based on needs of the learner during a time with least impact to store operations.





## BARISTA BASICS

### MANAGER SUPPORT KIT – PROGRAM COMPONENTS

#### Skill Check Overview

Skill checks help you assess how well the barista understands the Beverage Routine, Milk Steaming Routine, and how to prepare core beverages, for example. The three skill checks are conducted once the barista has had the opportunity to practice skills learned (see Espresso, Cold Beverage and Sequencing pages of training plan).

Skill checks are conducted by the store manager while working an overlapping shift with the barista. Refer to Barista Basics Skill Checks in the Barista Certification Kit for details on how to conduct each skill check.

#### TIP

When conducting skill checks, assess the barista's confidence and/or competence in the following areas. Is the barista:

- Following the routine? (Routine)
- Following the recipe to standard? (Quality)
- Connecting with customers while working in assigned position? (Customer Service)
- Keeping a clean and welcoming work space? (Safety and Cleanliness)



## BARISTA BASICS

### MANAGER SUPPORT KIT – YOUR ROLE AND NEXT CHAPTER

#### Your Role as Barista

Directly following First Sip, the store manager conducts the Your Role as Barista 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 and let the training begin!

#### Starbucks Experience Discussion

Once the barista has completed the self-paced *Starbucks Experience learning* cards, the store manager conducts the 1-hour *Starbucks Experience* discussion. During the first 30 minutes, the store manager conducts Coffee Basics – a coffee tasting and review of the four steps of tasting coffee.

During the last 20 minutes, the store manager reviews the Review questions with the barista listed at the end of the *Starbucks Experience* learning cards. This is to check for understanding of Starbucks culture, Our Mission and Values and how we create the *Starbucks Experience* for customers and partners.

#### 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 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 Certification Achieved?

Once the barista has completed all self-paced learning cards, trainer-led activities, and the three Skill Checks and Knowledge Check, the store leader completes and signs the Barista Certification form. This formally concludes Barista Basics.



## BARISTA BASICS

### MANAGER SUPPORT KIT – STEPS TO SUCCESS

#### Follow the Teaching Model

Whether you or your Barista Trainer are teaching a routine, make sure to always follow the Teaching Model. The Teaching Model reinforces the major steps, key points and reasons why we do things the way we do. The Teaching Model also helps the barista remember the routine. 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 in the Customer Support for a couple of shifts before moving on to the next training topic. 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 Barista 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 making 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. Being involved shows your support as you are ultimately responsible for how every new barista is trained.







## BARISTA BASICS

### MANAGER SUPPORT KIT – SCHEDULING CONSIDERATIONS



### Scheduling Baristas and Barista Trainers

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

- Schedule during slower periods of business
- Ensure that when your Barista Trainer is conducting training, they are not the active lead for the shift
- Schedule a Barista Trainer during new barista practice shifts to provide guidance, when needed
- Allow time for the Barista Trainer to prepare for the training session
- When possible provide the same Barista Trainer for the new barista throughout their training plan
- The store manager always conducts the First Sip, Your Role as a Barista, *Starbucks Experience* and Next Chapter discussions
- Register activities: Ensure that this training occurs at a time of day when business will be slow, but will still allow for enough customer transactions to give the barista sufficient practice
- Skill Checks: Ensure that skill checks occur during a time period that will allow the barista to prepare all of the beverages required at the Espresso and Cold Beverage Stations

On the next page, you will find an example of a barista training plan which illustrates how you can schedule a new barista and their Barista Trainer.





# BARISTA BASICS

## MANAGER SUPPORT KIT – SCHEDULING CONSIDERATIONS

### Example Schedule

#### Week 1

Day 1/Shift 1	Shift 2	Shift 3	Shift 4	Shift 5
<b>First Sip / Starbucks Experience Discussion</b> B = 2.75 hrs (T) SM = 1.75 hrs (T)	Customer Support Module / Activities B = 2.75 hrs (T) BT = 2.5 hrs (T)	Café Support Module / Activities B = 2.5 hrs (T) BT = 1.5 hrs (T)	Register Module / Activities B = 3 hrs (T) BT = 1.5 hrs (T)	Espresso Bar – Part 1 Module / Activities B = 2.5 hrs (T) BT = 1.5 hrs (T)
<b>Learning Cards:</b> <ul style="list-style-type: none"> <li>Your Role as Barista</li> <li>Be Committed to Customers</li> <li>Be Focused on Quality</li> </ul> .75 hrs (T)	Practice 3 hrs (C)	Practice 3 hrs (C)	Practice 3 hrs (C)	Practice 4 hrs (C)
<b>Total</b> 3.5 hrs	<b>Total</b> 5.75 hrs	<b>Total</b> 5.5 hrs	<b>Total</b> 6 hrs	<b>Total</b> 6.5 hrs

#### Week 2

Shift 6	Shift 7	Shift 8	Shift 9	Shift 10
Espresso Bar - Part 2 Module / Activities B = 1.25 hrs (T) BT = 1.25 hrs (T)	Cold Beverage Module / Activities B = 2 hrs (T) BT = 1.5 hrs (T)	<b>Progress Check-in #2</b> B = .5 hrs (T) SM = .5 hrs (T)	Nitro Cold Brew Module / Activities B = .83 hrs (T) BT = 0.58 hrs (T)	Selling Skills Module / Activities B = 1 hrs (T)
<b>Progress Check-in #1</b> B = .5 hrs (T) SM = .5 hrs (T)			Beverage Sequencing Module / Activities B = 2 hrs (T) BT = 1.5 hrs (T)	Be Dedicated Module / Activities B = .75 hrs (T) BT = 0.5 hrs (T)
Practice 4 hrs (C)	Practice 4 hrs (C)	Practice 4 hrs (C)	Practice 2 hrs (C)	Drive Thru Module / Activities B = 2.75 hrs (T) BT = 2.5 hrs (T)
<b>Total</b> 5.75 hrs	<b>Total</b> 6 hrs	<b>Total</b> 4.5 hrs	<b>Total</b> 4.83 hrs	<b>Total</b> 4.5 hrs



# BARISTA BASICS

## MANAGER SUPPORT KIT – SCHEDULING CONSIDERATIONS

### Example Schedule

#### Week 3

Shift 11	
<b>Progress</b>	B = .5 hrs (T)
<b>Check-in</b>	SM=.5 hrs (T)
<b>#3</b>	
.....	
<b>Next</b>	B = .5 hrs (T)
<b>Chapter</b>	SM = .5 hrs (T)
<b>Discussion</b>	
.....	
<b>Practice</b>	5 hrs (C)
.....	
<b>Total</b>	6 hrs

Total Hours Week 3:  $B = 1T + 5C = 6$  hrs       $BT = 1T$      $SM = 1T$



# First Sip

## DISCUSSION GUIDE





# BARISTA BASICS

## MANAGER SUPPORT KIT – FIRST SIP DISCUSSION GUIDE

### Overview

First Sip is the first conversation between you and your new barista. This is your opportunity to share what makes Starbucks a great company to work for, affirm the new barista’s decision to join and welcome them to the team. Take time to prepare for this discussion and think about how to best deliver this experience for your new barista. Remember, this is their first introduction to Starbucks! It is your opportunity to introduce the new barista to their new role, provide a tour of the store, share job expectations and key responsibilities. Here, you will also share their training plan, resources and help them get started. Introduce the barista to their Barista Trainer and let the training begin!

#### Learning objectives

During the First Sip conversation, the new barista will:

- Feel welcomed and connected to Starbucks
- Receive a Barista Certification Kit, Coffee Passport, apron and name badge
- Receive a store tour
- Meet the store team and their Barista Trainer
- Learn key job responsibilities
- Learn what great performance looks like and how to be successful creating the *Starbucks Experience*
- Review their training plan
- Understand expectations around dress code

#### Directions

The First Sip conversation should be led by the store manager.

- This conversation should take 45 minutes
- Review all content listed here prior to leading the discussion
- Brew your favorite coffee and be prepared to tell a story about why it is your favorite

#### Resources

In addition to this guide, have the following materials available during training:

- Store manager’s favorite coffee
- Coffee Passport
- Apron and name badge
- Ops Excellence Field Guide
- Barista Certification Kit (make sure to have the training plan filled out in advance)



# BARISTA BASICS

## MANAGER SUPPORT KIT – FIRST SIP DISCUSSION GUIDE

### Agenda

First Sip Agenda	Time
1. Welcome and Coffee Tasting	10 mins
2. Introduction to Your Store	15 mins
3. Time and Attendance	5 mins
4. Rest and Meal Breaks	2 mins
5. Dress Code	3 mins
6. Your Role	5 mins
7. Your Training Plan	5 mins
<b>Total Duration</b>	<b>45 mins</b>







## BARISTA BASICS

### MANAGER SUPPORT KIT – FIRST SIP DISCUSSION GUIDE

#### 1. Welcome and Coffee Tasting (10 min)

**Say:** Welcome to the team! We are excited to have you here. During our time together today, I am going to go over some important things for you to know about our company, our store and your new role. If you have any questions along the way, please let me know!

We will start our conversation with a coffee tasting. This is an important cultural tradition at Starbucks and part of our job.

**Ask:** What experience do you have with tasting coffee, wine or food?

**Do:** Help the barista access their digital Coffee Passport or present a hard-copy. Explain that the Coffee Passport should be completed within the first 90 days.

**Do:** Demonstrate storytelling and the four steps of tasting by tasting your favorite coffee.

**Say:** Today I would like to share my favorite coffee with you. I like this coffee because... {share story about why you like the coffee}.

**Say:** When we taste coffee, we follow the four steps to tasting coffee:

1. Smell, 2. Slurp, 3. Locate, 4. Describe

**Do:** Complete the steps with the learner.

**Say:** This is just the beginning of your coffee journey. The best way to learn more about coffees is to continue to taste different coffees and use your Coffee Passport to record any notes.

**Say:** You will have many opportunities to develop coffee knowledge and find your favorite coffee!





## BARISTA BASICS

### MANAGER SUPPORT KIT – FIRST SIP DISCUSSION GUIDE

## 2. Introduction to Your Store (15 min)

- Do:** Begin by providing the new barista with a tour of the store. Start outside and walk inside. Explain where to park and any specifics around parking rules. Make sure to introduce the new barista to the store team during the tour. If their Barista Trainer is working, make sure to introduce them as well!
- Do:** The new barista may be unfamiliar with the terms we use to describe locations and products in the store. Take the time to explain the different locations (e.g. wall bays) and products (e.g. coffee formats, pastry and food items) in your store.

### Point out the following:

- Appearance of store from the customer's perspective  
Start outside front door and include exterior and entrance.
- Wall bays
- Coffee formats (Whole bean, Starbucks® VIA Instant, Starbucks® by Nespresso capsules)
- Lobby
- Condiment bar
- Bathrooms
- Back of House (BOH) – lockers, storage, phone, computer, etc.

**Share:** Point out where key tools and resources are located. Explain what each is used for.

- Daily Records Book
- Posted schedules
- Time Off Requests
- Green Apron Cards
- Resource Manuals





## BARISTA BASICS

### MANAGER SUPPORT KIT – FIRST SIP DISCUSSION GUIDE

#### 3. Time and Attendance (5 min)

- Say:** Accurate time reporting is important because we want to make sure you are paid for all time worked. Next, I will show you how to punch in and out.
- Do:** Show the partner where to clock in and out. Explain that they should have their apron on and be ready to work when clocking in. Be clear about expectations around accurate time reporting and consistent attendance.
- Share:** Explain where information on Recording Time Worked and Attendance and Punctuality is located.
- Ask:** What questions do you have about time and attendance?

#### 4. Rest and Meal Breaks (2 min)

- Say:** At Starbucks, your rest and meal breaks are important to us. During your shift, you are expected to take rest and/or meal breaks as scheduled.
- Share:** Explain where to find information on Rest and Meal Breaks.
- Share:** To be environmentally responsible, encourage the partner to use a For Here cup or their own Starbucks cup for partner beverages consumed in store.
- Ask:** What questions do you have about meal breaks?

#### 5. Dress code (3 min)

- Share:** Review key dress code requirements.
- Show:** Explain where to find Dress Code and Personal Appearance information.
- Ask:** What questions do you have about dress code?



## BARISTA BASICS

### MANAGER SUPPORT KIT – FIRST SIP DISCUSSION GUIDE

#### 6. Your role (5 min)

- Say:** Now we are going to talk about your job responsibilities and what great performance looks like as a barista. We will also review your training plan together and discuss any development opportunities.
- Say:** All Starbucks baristas are responsible for living Our Mission and Values. This means acting with genuine care for others, seeking new opportunities, being considerate and authentic in your interactions with others, and upholding Starbucks' reputation while wearing the green apron.
- Say:** In your new role, you will focus on excellence by creating the *Starbucks Experience* and exceeding our customers' expectations every day. It is important to always deliver the highest quality, hand-crafted beverages and food and be knowledgeable about our coffee and products.
- Say:** Building relationships with customers by smiling and saying, "thank you" and taking a moment to connect with them personally is a key part of your role. We want to be the best moment in each customer's day!
- Say:** The Barista Approach is how we create the *Starbucks Experience* for our customers and each other.
- Share:** Refer to the Barista Approach in the Ops Excellence Field Guide. Explain that they will learn more about the approach in the Your Role as Barista learning card.
- Say:** To summarize, great performance in your role means working well with others, supporting Our Mission and Values, hand-crafting high-quality food and beverages and building relationships with our customers.

I am excited you joined the team and know that I am here to support you in your new role!







## BARISTA BASICS

### MANAGER SUPPORT KIT – FIRST SIP DISCUSSION GUIDE

#### 7. Your Training Plan (5 min)

**Do:** Refer to the Barista Training Plan (filled out in advance) in the Barista Certification Kit.

**Say:** Your training is designed to help you build the skills and behaviors needed to succeed in your new role.

- Describe the Barista Learning Journey. Explain that it is a blended learning approach (self-paced learning cards, trainer-led floor activities, and practice)
- Review and discuss the training plan and schedule, highlighting the various pieces of information the new barista will learn
- Introduce their designated Barista Trainer(s) (if not introduced already)
- Show the barista any important resources that will help them in their training

**Say:** Next, you will spend some time reading self-paced learning cards and completing the activities listed.

**Do:** Show the barista where Barista Basics materials are located.







*Starbucks Experience*

**DISCUSSION GUIDE**





## BARISTA BASICS

### MANAGER SUPPORT KIT – STARBUCKS EXPERIENCE DISCUSSION GUIDE

#### Overview

The self-paced *Starbucks Experience* module is an orientation to Starbucks for new baristas. It combines reading, exploration, video and trainer support to excite the new hire, affirm their decision to join Starbucks, establish a foundation of company knowledge and create a sense of community.

#### Learning objectives

During the *Starbucks Experience* conversation, the new barista will:

- Learn how to complete the *Starbucks Experience* section of their training plan
- Experience the Coffee Basics coffee tasting

#### Directions

The First Sip conversation should be led by the store manager.

- This conversation should take 1-hour total (includes 10 minutes for overview, 30 minutes for Coffee Basics and 20 minutes for Review)
- The barista has approximately 2 hours to read and complete activities listed in the learning cards
- Review all content listed here and content covered in the *Starbucks Experience* learning cards prior to leading the discussion

#### Resources

In addition to this guide, have the following materials available during training:

- Starbucks Experience* learning cards
- Training Plan
- Starbucks Experience* videos
- Store ipad
- Example of customer feedback (such as from Your Starbucks Say)
- Coffee Passport
- Starbucks Roast Profile coffee tasting supplies



# BARISTA BASICS

## MANAGER SUPPORT KIT – STARBUCKS EXPERIENCE DISCUSSION GUIDE

### 1. Prepare (5 min)

- Do:** Find an appropriate place for the learner, such as a back room or a quiet corner, and make sure that they are not distracted. Set up access to the store iPad.
- Do:** Put the learner at ease and encourage them to ask questions. Explain that in this course, they will learn:
- The Starbucks journey, from a single store into a global company of many brands
  - How Starbucks is passionate about our coffee and our customers
  - How Starbucks culture, mission and values and global responsibility programs shape our impact on the world
- Say:** You will have about 2 hours to read through the *Starbucks Experience* learning cards and complete the activities listed. Afterwards, I will follow up with you to discuss the 'Review' section and any questions you may have.
- Say:** Please let me know when you start the Coffee Basics section. I will be preparing a coffee tasting (Roast Profile Tasting) for us during this section.
- Do:** Provide the barista with the materials and resources they will need to complete the *Starbucks Experience* cards (refer to the Course Materials section on the *Starbucks Experience Overview* learning card).
- Do:** Let the barista know that you are available to support and/or answer any questions. Support the learner as needed during the self-paced portions of the module. Monitor the time and check in periodically to make sure that the learner is following the timeline to complete the module.

NOTES



## BARISTA BASICS

### MANAGER SUPPORT KIT – STARBUCKS EXPERIENCE DISCUSSION GUIDE

## 2. Share the Starbucks Experience agenda

Use the agenda below to help the learner plan for completing the *Starbucks Experience* learning cards in approximately 2 hours. During the last 20 minutes, you will ask the barista the questions listed on the 'Review' learning card.

<b>Starbucks Experience Agenda</b>	<b>Time</b>	
1. Overview	5 mins	Self-paced
2. Building a Different Kind of Company	10 mins	Self-paced
3. <i>Starbucks Experience</i>	15 mins	Self-paced
4. Coffee Basics (complete with store manager)	30 mins	Store manager
5. Starbucks Organization	10 mins	Self-paced
6. Our Customers	10 mins	Self-paced
7. Global Community (Social Impact)	10 mins	Self-paced
8. Living Our Mission	10 mins	Self-paced
9. Review (complete with store manager)	20 mins	Store manager
<b>Total Duration</b>	<b>2 hours</b>	

#### NOTE

The time it takes the learner to complete each section may vary slightly from the times listed.



## BARISTA BASICS

### MANAGER SUPPORT KIT – STARBUCKS EXPERIENCE DISCUSSION GUIDE

#### 3. Coffee Basics introduction (10 min)

**Do:** Ensure that the following resources are available:

- Coffee Passport
- Video: Coffee Passion
- *Starbucks Experience*: Coffee Basics learning card
- Starbucks Roast Profile coffee tasting supplies
  - Tasting cups
  - Brewed Starbucks® Blonde Roast, Medium Roast and Dark Roast coffees. Brew coffee for this activity using one of the following methods: coffee press or pour over

#### NOTE

Brew coffees before starting this section. The coffee will be at the perfect temperature to taste when you are ready for the tasting.

**Ask:** What do you know about Starbucks roast profiles?

**Say:** This is your introduction to Starbucks® coffee. It is designed to lay the foundation for your coffee conversations with customers.

This section explains the basics behind great coffee at Starbucks, including how to use the Coffee Passport, coffee categories, the steps of tasting coffee, tasting characteristics and roast profiles.

**Say:** Customers come to Starbucks looking for the perfect cup of coffee. It is our job to guide them to the roast profile that they will like best.

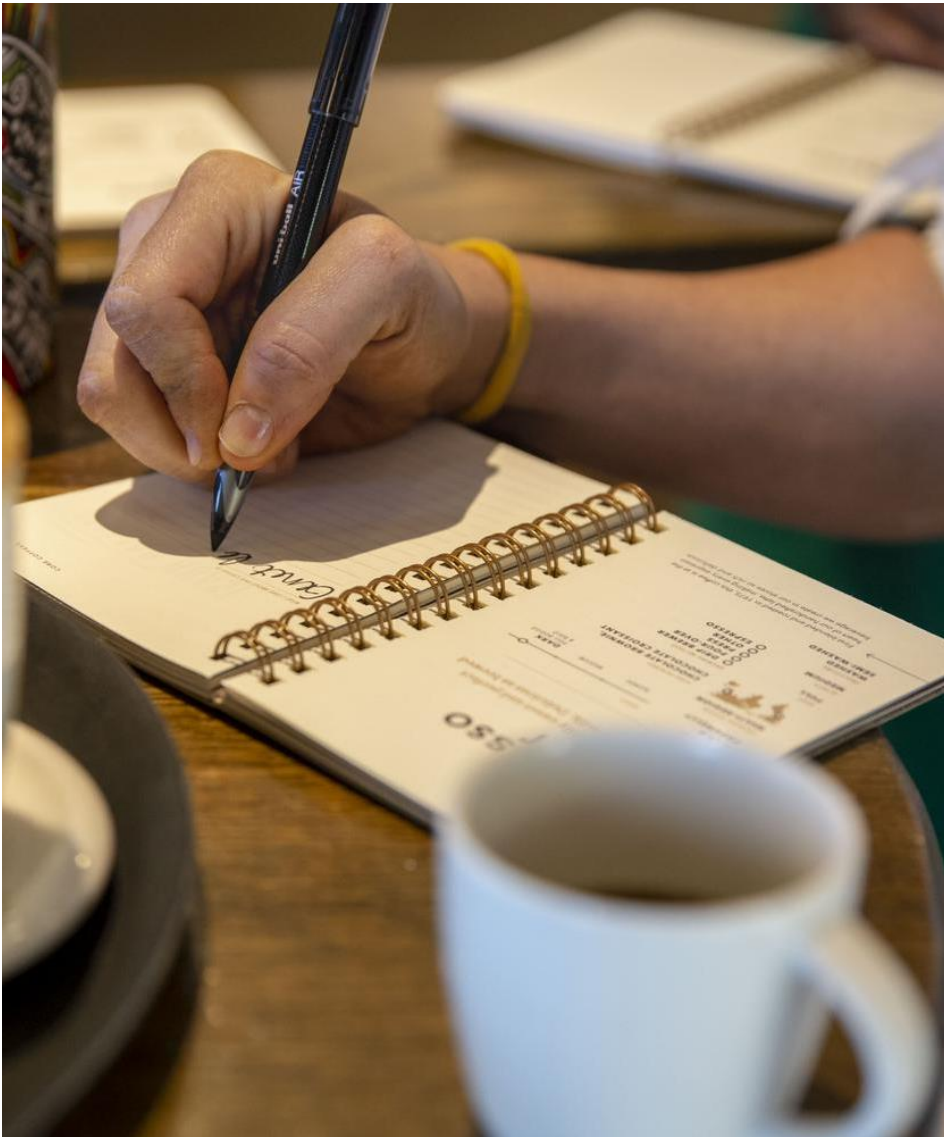






## BARISTA BASICS

### MANAGER SUPPORT KIT – STARBUCKS EXPERIENCE DISCUSSION GUIDE



#### Coffee Basics: Coffee Passport

- Do:** Ask the barista to watch the Coffee Passion video.
- Do:** Introduce the Coffee Passport.
- Say:** The Coffee Passport is a resource you will use throughout your training and beyond.
- Say:** The Coffee Passport should be used as a tool to explore, learn, taste, and discover our coffees and determine what you love about each.  
Explain that baristas should always be in the process of tasting coffee and recording their notes in the passport.
- Do:** Ask the barista to review the Coffee Passport to see what kind of information it contains.



## BARISTA BASICS

### MANAGER SUPPORT KIT – STARBUCKS EXPERIENCE DISCUSSION GUIDE

#### 5. Coffee Basics: Roast Profile tasting

**Do:** Explain that in this tasting, they will taste and compare the three roast profiles offered at Starbucks to understand the unique flavors of each.

**Share:** Briefly describe the roast profiles, the steps of tasting coffee and the tasting characteristics, as shown on the Coffee Basics learning card.

**Do:** Explain what type of customer drinks each coffee as you describe the roast profiles:

- Starbucks Blonde® Roast is for the coffee drinker who enjoys a light and flavorful cup of coffee.
- Medium Roast is for the customer who loves a full, balanced coffee flavor.
- Dark Roast is for the coffee drinker seeking an intense, robust coffee.

Demonstrate the tasting steps: smell, slurp, locate and describe.

Discuss the main differences between the three types of coffee. Include the four tasting characteristics in the description (aroma, acidity, body and flavor).

**Do:** Ask the barista to write down their description for each coffee in the Coffee Passport.

**Ask:** Ask the barista the following questions:

- Who do you know who would like Starbucks Blonde® Roast and why?
- Who do you know who would enjoy a cup of medium roast and why?
- Who do you know who would like dark roast and why?

**Do:** Tell the barista where they can go for additional information and support:

- Coffee Passport
- *Coffee and Tea Resource Manual*
- Other baristas
- Coffee Masters (if available)

**Share:** Remind the barista that they will immerse more in coffee information during Barista Basics training.



## BARISTA BASICS

### MANAGER SUPPORT KIT – STARBUCKS EXPERIENCE DISCUSSION GUIDE

#### 6. Starbucks Experience Review Questions (20 min)

##### Overview

*Starbucks Experience* concludes with a 20 minute review conversation between the new barista and the store manager. Take a moment to read the “Review” section on the *Starbucks Experience learning card*. Prepare responses and take note of additional questions that you may want to discuss with the new barista.

**Do:** Discuss the “Review” section of *Starbucks Experience* learning card with the barista. Make the link with inspiring and connecting with customers.

**Ask:** What questions do you have for me about anything we covered today?

**Share:** Remind the barista where they can go for support and additional information.

**Say:** Thank you for your time and commitment today!

NOTES



# Progress Check-In 1

## **DISCUSSION GUIDE**





## BARISTA BASICS

### MANAGER SUPPORT KIT – PROGRESS CHECK-IN 1 DISCUSSION GUIDE

#### Overview

The first Progress Check-in happens after the barista completes the Espresso Bar module. Be familiar with the content of the learning cards. This is your opportunity to check for understanding on espresso bar skills and knowledge learned so far.

#### Learning objectives

During Progress Check-in 1, the new barista will:

- Prepare core espresso beverages listed in the Barista Certification Kit
- Answer Knowledge Check questions
- Discuss performance and review progress on training plan
- Identify next steps in the training plan

#### Directions

Progress Check-in 1 should be led by the store manager.

- This discussion should take 30 minutes
- Prior to the discussion, review the barista's training plan. Be sure to ask the Barista Trainer to share their feedback on how the training is progressing

#### Resources

In addition to this guide, have the following materials available during training:

- Barista Certification Kit (includes training plan)
- Operations Station, Duty Roster or other task management system
- Beverage Recipe Cards
- Barista Basics Espresso Bar learning cards



## BARISTA BASICS

### MANAGER SUPPORT KIT – PROGRESS CHECK-IN 1 DISCUSSION GUIDE

#### 1. Espresso Skill Check (15 min)

**Do:** Referring to the Barista Certification Kit, ask the barista to perform the following skills:

- Milk Steaming Routine
- Prepare core Espresso beverages using Beverage Routine:
  - Tall Caffè Latte
  - Decaf Tall Cappuccino
  - Half Decaf Tall Caffè Americano
  - Flat White
  - Caffè Mocha
  - Seasonal beverage (optional - if available)

If the barista is not able to demonstrate the skill after two attempts, use the discussion time to plan additional training for the barista.

#### 2. Knowledge Check (5 min)

##### Coffee Origins

- What is the Coffee Belt? What are the different regions around the world that we source coffee from?  
*Answers: The Coffee Belt refers to where coffee is grown; Asia Pacific, Latin America, and Africa.*
- What are the two types of coffee species?  
*Answers: Arabica and Robusta.*
- How much does one coffee tree yield every year?  
*Answer: About five pounds of coffee cherries which equals about one pound of roasted coffee.*

##### Espresso Bar

- How do you provide the *Starbucks Experience* at the Espresso Bar?
- Why is it so important to always follow beverage recipes exactly?
- What is a routine? Why do we have positions and routines?
- What is the most important thing you have learned about preparing beverages at the Espresso Bar?



## BARISTA BASICS

### MANAGER SUPPORT KIT – PROGRESS CHECK-IN 1 DISCUSSION GUIDE

#### 3. Training Progress (10 min)

**Share:** Review the barista's performance on the Espresso Bar skill check and knowledge check. Congratulate the barista on the skills he/she successfully performed. If needed, plan additional training time for the skills that the barista was not able to perform successfully.

**Do:** Discuss how the barista is progressing on the training plan.

**Ask:** How is your training experience going so far? Do you feel supported by your Barista Trainer?

**Ask:** Ask the barista about what their customer interactions have been like, and if they have started building connections with customers.

**Discuss:** Any notes or questions the barista has from their assessment.

**Do:** Review the training plan to identify learning modules that have been successfully completed and/or any modules that need additional review.

**Do:** Review the Operations Station, Duty Roster or other task management system, with the barista to identify what tasks the barista has learned during their modules and practice shifts. Identify tasks to focus on during the next phase of the barista's training.

**Do:** Provide any coaching or support needed for the barista's training.

#### 4. Next steps(5 min)

**Do:** Ask the barista:

- If they have any additional questions about the training
- What they have learned helps them serve and connect with customers.

**Do:** Identify on the barista's training plan when their next progress check-in is scheduled.

**Do:** Reinforce that you will continue to provide coaching and support through out their learning journey.







# Progress Check-In 2

## **DISCUSSION GUIDE**





## BARISTA BASICS

### MANAGER SUPPORT KIT – PROGRESS CHECK-IN 2 DISCUSSION GUIDE

#### Overview

The second progress check-in happens after the barista has completed the self-paced Cold Beverage learning cards and activities with their trainer. Be familiar with the content the barista covered in the Cold Beverage training. This is your opportunity to check for understanding on cold beverage skills and knowledge learned so far.

#### Learning objectives

During Progress Check-in 2, the new barista will:

- Prepare the beverages listed in the Barista Certification Kit
- Answer knowledge check questions
- Discuss performance and review progress on training plan
- Identify next steps in training plan

#### Directions

Progress Check-in 2 should be led by the store manager.

- This discussion should take 30 minutes
- Prior to the discussion, review the barista's training plan. Be sure to ask the Barista Trainer to share their feedback on how the training is progressing

#### Resources

In addition to this guide, have the following materials available during training:

- Barista Certification Kit (includes training plan)
- Barista Basics Cold Beverage learning cards
- Beverage Recipe Cards



## BARISTA BASICS

### MANAGER SUPPORT KIT – PROGRESS CHECK-IN 2 DISCUSSION GUIDE

#### 1. Cold Beverage Skill Check (15 min)

**Do:** Referring to the Barista Certification Kit, ask the barista to call a beverage, mark the cup and handcraft the following beverages using the correct beverage routine:

- Shaken Iced Tea or Shaken Iced Tea Lemonade
- Tall Caramel Frappuccino® blended coffee
- Starbucks® Cold Brew or a Starbucks® Cold Brew with Milk
- Iced Chai Tea Latte
- Iced Matcha Green Tea Latte
- Seasonal beverage (optional - if available)

If the barista is not able to demonstrate the skill after two attempts, use the discussion time to plan additional training for the barista.

#### 2. Knowledge Check (5 min)

##### Tea Tasting Characteristics

- What are the four tasting characteristics used when tasting and describing tea?  
*Answers: Aroma, Appearance, Body and Flavor.*
- What are the four types of tea?  
*Answers: White, green, black and Oolong.*
- What can you use to help you learn and describe tea to a customer?  
*Answer: Refer to the Coffee and Tea Resource Manual to help guide you along your tasting journey.*

##### Cold Beverage

- How do you create the *Starbucks Experience* for customers at the Cold Beverage station?
- How will you work with fellow baristas at the Cold Beverage station?
- What is the most important thing you have learned about the Cold Beverage Station?
- Why do we always follow all beverage recipes exactly?



## BARISTA BASICS

### MANAGER SUPPORT KIT – PROGRESS CHECK-IN 2 DISCUSSION GUIDE

#### 3. Training Progress (10 min)

**Share:** Review the barista's performance on the Cold Beverage skill check and knowledge check. Congratulate the barista on the skills they have successfully performed. If needed, plan additional training time for the skills that the barista was not able to perform successfully.

**Do:** Discuss how the barista is progressing on the training plan.

**Ask:** How is your training experience going so far? Do you feel supported by your Barista Trainer?

**Ask:** Ask the barista about what their customer interactions have been like, and if they have continued to build connections with customers.

**Discuss:** Any notes or questions the barista has from their learning journal.

**Do:** Review the training plan to identify learning modules that have been successfully completed and/or any modules that need additional review.

**Do:** Provide any coaching or support needed for the barista's training.

#### 4. Next steps(5 min)

**Do:** Ask the barista:

- If they have any additional questions about the training
- What they have learned helps them serve and connect with customers

**Do:** Identify on the barista's training plan when their next progress check-in is scheduled.

**Do:** Reinforce that you will continue to provide coaching and support through out their learning journey.





# Progress Check-In 3

## DISCUSSION GUIDE





## BARISTA BASICS

### MANAGER SUPPORT KIT – PROGRESS CHECK-IN 3 DISCUSSION GUIDE

#### Overview

The third progress check-in happens after the barista completes their Beverage Sequencing training (self-paced and trainer-led activities). Be familiar with the content of the Beverage Sequencing learning cards and activity guide. This is your opportunity to check for understanding on beverage sequencing skills and knowledge learned up to now.

#### Learning objectives

During Progress Check-in 3, the new barista will:

- Prepare the beverages listed in the Barista Certification Kit
- Answer knowledge check questions
- Discuss performance and review progress on training plan
- Identify next steps in training plan

#### Directions

Progress Check-in 3 should be led by the store manager.

- This discussion should take 30 minutes
- Prior to the discussion, review the barista's training plan. Be sure to ask the Barista Trainer to share their feedback on how the training is progressing

#### Resources

In addition to this guide, have the following materials available during training:

- Barista Certification Kit (includes training plan)
- Barista Basics Beverage Sequencing learning cards
- Beverage Recipe Cards





## BARISTA BASICS

### MANAGER SUPPORT KIT – PROGRESS CHECK-IN 3 DISCUSSION GUIDE

#### 1. Beverage Sequencing Skill Check (15 min)

**Do:** Referring to the Barista Certification Kit, ask the barista to sequence the following beverages using the correct beverage routine:

- Caramel Macchiato
- Café Latte
- Chai Tea Latte
- Caffè Mocha
- Select four additional beverages to sequencing (optional)

If the barista is not able to demonstrate the skill after two attempts, use the discussion time to plan additional training for the barista.



#### 2. Knowledge Check (5 min)

##### Four Fundamentals

- What are the Four Fundamentals for brewing coffee?  
*Answers: Proportion, Grind, Water and Freshness.*
- What are the four steps of tasting coffee?  
*Answers: Smell, Slurp, Locate and Describe.*
- How long does coffee stay fresh once a FlavorLock™ bag of coffee is opened?  
*Answer: 7 days.*

##### Beverage Sequencing

- What are some of the Key Points when sequencing multiple beverages?  
*Answer: Keep the espresso machine busy. Replace milk with milk and shots with shots; Work on only two beverages at a time — start second, finish first. If one barista is working on the bar and a second espresso machine is available, you can use it to pull shots for beverages with three or more shots.*
- Ask the barista to demonstrate beverage sequencing, pretending to make drinks while connecting with customers. Focus on the interaction and customer experience.



## BARISTA BASICS

### MANAGER SUPPORT KIT – PROGRESS CHECK-IN 3 DISCUSSION GUIDE

#### 3. Training Progress (10 min)

**Share:** Review the barista's performance on the Beverage Sequencing skill check and knowledge check. Congratulate the barista on the skills successfully performed. If needed, plan additional training time for the skills that the barista was not able to perform successfully.

**Do:** Discuss how the barista is progressing on the training plan.

**Ask:** How is your training experience going so far? Do you feel supported by your Barista Trainer?

**Ask:** Ask the barista about what their customer interactions have been like, and if they have started building connections with customers.

**Discuss:** Any notes or questions the barista has from their learning journal.

**Do:** Review the training plan to identify learning modules that have been successfully completed and/or any modules that need additional review.

**Do:** Provide any coaching or support needed for the barista's training.

#### 4. Next steps(5 min)

**Do:** Ask the barista:

- If they have any additional questions about the training
- What they have learned helps them serve and connect with customers

**Do:** Identify on the barista's training plan when their certification will be.

**Do:** Reinforce that you will continue to provide coaching and support through out their learning journey.





# The Next Chapter

## **DISCUSSION GUIDE**





# BARISTA BASICS

## MANAGER SUPPORT KIT – THE NEXT CHAPTER DISCUSSION GUIDE

### Overview

Barista Basics training is complete! Now is your opportunity to connect with your new barista over their training experience. How did it go? Did they complete all assigned learning cards and activities? What's next? Use this time to celebrate successes and identify where additional practice is needed. Ask the barista for feedback on their training experience and determine next steps..

#### Learning objectives

During the Next Chapter conversation, the new barista will:

- Celebrate completion of Barista Basics
- Understand next steps in their training and development plan
- Learn about and/or revisit benefits and perks
- Have the opportunity to provide recognition to peers

#### Directions

The Next Chapter conversation should be led by the store manager.

- This discussion should take 30 minutes
- Prior to the discussion, review the barista's completed training plan, knowledge check and skill check. Be sure to ask the barista trainer to share their feedback about the training experience

#### Resources

In addition to this guide, have the following materials available during training:

- Barista Certification Kit (with completed training plan and skill checks)
- Barista Trainer feedback
- Ops Excellence Field Guide
- Green Apron Recognition Cards
- Career Development Guide in the Ops Excellence Field Guide



## BARISTA BASICS

### MANAGER SUPPORT KIT – THE NEXT CHAPTER DISCUSSION GUIDE

#### 1. Congratulations

**Share:** Congratulate the barista on completing Barista Basics! Tell them why you think they will make a great barista.

**Do:** Review the completed training plan. Address any areas that require more practice.

**Ask:** How was your training experience? What feedback do you have for me and/or your trainer about your experience? Did you receive the direction and support you needed from myself and/or your trainer? What else can I do to help you feel successful at Starbucks?

**Share:** Recognize any successes. Share what went well and identify areas where the barista may need more practice.

**Do:** Complete the Barista certification!

#### 2. Reminders (10 min)

**Do:** Encourage the barista to download the Workjam app and Coffee Passport app on their mobile device (if they have not already done so).

**Do:** Encourage the barista to become a member of Starbucks Rewards™ (if they have not already done so).

**Say:** As you have learned, Our Mission is about one person, one cup, and one neighborhood at a time. At our core, we welcome diverse experiences, backgrounds and thoughts to drive innovation that allow us to better connect with our customers. I want to support you with this.

**Share:** Explain how your store is involved in the local community.







## BARISTA BASICS

### MANAGER SUPPORT KIT – THE NEXT CHAPTER DISCUSSION GUIDE

#### Recognition (5 min)

- Do:** Green Apron behaviors describe the ways we treat everyone and recognize each other for living Our Mission and Values, working together and creating moments of connection.
- Say:** The Green Apron Recognition Cards are a simple, easy and heartfelt way for you to recognize fellow baristas for how they bring Our Mission and Values and the *Starbucks Experience* to life.
- Do:** Show the barista the Green Apron Recognition Cards and present the new barista with one or two cards.



#### TIP

If possible, provide the barista with a Green Apron card that recognizes how they work with other baristas and/or a card that recognizes how they have interacted with a customer. This demonstrates how the cards can be used to recognize behaviors that support Our Mission and Values for both customers and barista.

- Do:** Encourage the barista to use the cards to recognize someone, such as (like their trainer!)

#### Next Steps (5 min)

- Say:** Barista Basics is just the beginning of your journey! You will continue to learn every day. The team is here to support you just like you will support them. We are all responsible for providing feedback to help one another succeed.
- Say:** Throughout the year, we will sit down for your Performance and Development Conversation which is a more structured way for us to discuss how things are going. We will also talk about your opportunities to continue to develop in your role.
- Do:** Share the Barista career development guide. Explain that the barista can reference this tool when they start to look for more development opportunities.
- Say:** In between our Performance and Development Conversations, the Barista Reflection is a great way to check in with yourself on the progress you are making. You can find this resource in the Ops Excellence Field Guide.
- Ask:** What questions do you have for me?
- Share:** Congratulate the barista again and express confidence for their new role. Explain that you will always be available to support them!