

# COFFEE STATION

TRAINEE NAME & DATE \_\_\_\_\_

ON-TOP TRAINING PRACTICE SHIFTS VALIDATION SHIFT

POSITION	PRACTICAL	ON-TOP	VALIDATION
OVERVIEW	Knows and uses station utensils correct (Grinder, Espr. machine, PUQ press, portafilters, pitchers etc.)		
HYGIENE	Follows personal hygiene procedures (no gloves, hairnet, juicer wear, jewelry, etc.)		
	Uses correct pitcher for dairy/non-dairy, and only uses designated cloth for steam wand etc.		
ESPRESSO JUICER	Follows IMS every time, knows espresso sequence, and moves with a purpose to use waiting times efficiently		
	Only serves espresso based coffees with a runtime between 25-30 seconds		
	Cleans on the go in and around machinery, keeping a clean station at all times		
MILK JUICER	Steams the right amount, texture and temperature for all drinks		
	Makes Latte Art in all possible drinks, and places on Send Out in the right order		
	Cleans pitchers, portafilters and surfaces on the go, keeping a clean station at all times		
COFFEE KNOWLEDGE	Knows our espresso recipe (Dose, Time, Yield), recipe and correct use of timer for Drip Coffee & Cold Brew		
	Knows our local blend, taste and roast procedures and can inform guests about it		
SHIFT CHANGE	Fills up all dry stock, syrups, ice, fridge etc. using FIFO and according to DCWF		
	Disinfect all surface areas, pitchers and utensils.		
BRAND BEHAVIOUR	(Execute at least 2 out of 3 to check off) Hands out Coffee products with a smile/comment to the guests Pours up Latte with art in front of guests Can make Tulip, Rosetta or more demanding art in Latte's		
ATTENSI	Has passed all relevant Attensi for the module		
STM/BM	Store Manager quality check & WP2 registration		

## JOE-SLANGS

- “Clean on the go”: Is a workflow used to always keep our work-stations clean and tidy
- “DCWF”: Daily Concept Workflow is our entire procedures carried out from Open to Close in the store
- “IN THE MIDDLE AND TO THE LEFT”: How to position the steam wand in the pitcher to create a whirlpool
- “WHIRLPOOL”: Creating a vortex in the milk to mix the foam and milk together while heating
- “Temperature Control”: How to create silky smooth milk texture for Latte’s and Cappuccino’s
- “IMS”: Ingredients, Measurement, Sequence: What is in it, how much and in what order

# COFFEE CHECKLIST GUIDE

## ON-TOP SHIFT

1. Do a quick rundown of checklist with trainee to set the expectations for the On-Top Shift.
2. Trains the trainee according to checklist
3. At middle and/or end of shift, cross off together with trainee Using **Teach The Teacher**:
  1. Let the trainee **explain** the procedures back to you (theory)
  2. Let the trainee **show** you that they can do it (practical)
4. Final step of the shift: Set expectations for the coming practice shifts with trainee

Tip: Use the slow periods to recap teach the teacher and practice more advanced procedures

## PRACTICE SHIFTS

During all the Practice Shifts, trainer and trainee crosses off **VALIDATION** checkboxes when the trainee is comfortably and perfectly executing the tasks. That means, the trainee can **show and explain** the procedures/joe slangs back to the trainer, without direction, guidance or support.

**Use remaining time on practice shifts to build speed, maintain quality and gain confidence**

## VALIDATION SHIFT

Use the validation shift to recap the full training. When the trainee can both explain and execute all the checklist points without directions, guidance and support, the trainee is ready for the final validation.

BM/STM acts as validator and does a quality check of the validation:

- Observes the trainee working on the station for as long as the validator needs to, to know if the trainee can execute all the procedures without direction, guidance or support.
- Asks the juicer to explain certain procedures and JOE-Slangs back to the validator using Teach The Teacher.
- Finally, the validator tells trainee and trainer, if the validation is passed, or they need more time/work to be validated.

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