



ACTIVITIES	
1	Coffee & Connect (5 min)
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	Follow up (5 min)



TOOLS & RESOURCES

- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐ Videos

Participant: 2 hrs | Trainer: 2 hrs

*\*This guide can be used for pod training of 3-5 participants.*



## DIRECTIONS

**Prepare:** Review this activity guide, relevant tools and resources.

**Present:** Teach each activity using the Teaching Model.

**Practice:** After demonstrating each activity, observe the participant practicing the skill.

**Follow up:** Ask if there are any remaining questions and provide answers. Encourage open-ended questions.

## LEARNING OBJECTIVES

- Craft an espresso beverage using the [REDACTED]
- Craft an Iced Coffee using the [REDACTED]
- Craft a Cold Brew using the [REDACTED]
- Craft a Shaken Iced Tea using [REDACTED]
- Craft a [REDACTED]<sup>®</sup> using [REDACTED]
- Demonstrate the sequencing [REDACTED] for all beverages
- Demonstrate [REDACTED] for all beverages



1. COFFEE AND CONNECT (5 min)

**Step 1:** Conduct a tasting with the participants and share your favorite beverage. Tell the participants why it’s your favorite. Remember to describe the beverage and tell the story of the coffee.

Share an overview of the training topics:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Explain there will be videos to introduce concepts, demonstrations of each topic and practice time to build beverage skills.

NOTES:





## 1. COFFEE AND CONNECT (continued)

**Step 2:** Explain the routines were updated to:

- Include additional beverage categories
- Improve customer wait time
- Increase efficiency while crafting beverages
- Work between stations for a continuous production of beverages

Introduce the routines:

- Beverage [REDACTED]
- Iced Coffee & Cold Brew [REDACTED]
- Shaken Iced Tea & Refreshers® [REDACTED]
- Iced Shaken Espresso [REDACTED]

**NOTE:** Share the Frappuccino® Blended Beverage [REDACTED] remained the same.

**Step 3:** Take a moment for a **knowledge check**.

- **ASK:** Why is it important to work in routine?
- **LISTEN FOR:** To maintain consistency; accurately craft beverages; maintain the [REDACTED] Experience.

**NOTES:**



8. SEQUENCING ALL BEVERAGES (continued)

Step 3: Practice sequencing all beverages. (10 min)

[Redacted text block]

- [Redacted text block]
  - [Redacted text block]
  - [Redacted text block]
  - [Redacted text block]
  - [Redacted text block]

[Redacted text block]

NOTES:



9. REVIEW ROUTINES AND SEQUENCING (5 min)

**Step 1:** Ask the participants about how confident they feel to use the Routines and Sequencing Beverages.

**Step 2:** Discuss the highlights and the changes in each **routine**:

Routine	Highlights
Beverage [redacted]	Step 1 Queue Shots is earlier [redacted]; Step 4 Steam Milk is later [redacted]
Iced Coffee & Cold Brew	Step 2 Add Syrup has syrup added only if requested, using <i>full pumps</i>
Shaken Iced Tea & [redacted]®	Step 6 Finish, describes shaking the beverage [redacted] times vigorously
Iced Shaken Espresso	In Step 2 Queue Shots, shots are captured in [redacted] glasses.
[redacted]® Blended Beverage	[redacted]® Blended Beverage Routine remained the same

**Step 3:** Review the stopping points while **sequencing**. Ask the participants to state the step before the stopping point in each beverage:

Beverage	Sequencing Stopping Points
Espresso Beverage	Steam Milk
Iced Coffee	Add Iced Coffee
Cold Brew	Pour Cold Brew
Shaken Iced Tea	Add Syrup
[redacted]®	Scoop [redacted]
Iced Shaken Espresso	Add Syrup
[redacted]® Blended Beverage	Blend



## 10. FOLLOW UP (continued)

**Step 1:** Allow time for additional questions about the training. Then, share observed strengths and areas where participants may need additional support.

Let the participants know additional support beyond this training will be available.

**Show the participants where to find help:**

### Resources

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

### Videos

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Recognize the participants for their efforts today. Thank them for their time and commitment!