



# BARISTA TRAINER PROGRAM GUIDE

Train the trainer pathway for baristas who will onboard new joiners

Trainer Certification Pack



Prepared for Store Managers, Shift Supervisors, and Certified Barista Trainers

# Table of Contents

No.	Section
1	Program Overview
2	Trainer Role and Standards
3	Trainer Competency Framework
4	Training Pathway and Timeline
5	Core Topics for Barista Trainers
6	How to Train a New Joiner
7	Drink Quality and Calibration
8	Coaching and Feedback
9	Food Safety, Cleaning, and Customer Standards
10	Assessment Tools and Certification
11	Trainer Checklists and Sign-off Forms

- Use this guide to prepare selected staff to become approved trainers for new joiners.
- The Training Manager should observe, validate, and sign off before any staff member trains independently.
- Recommended use: print one copy for the Training Manager and one copy for each trainer candidate.



# 1. Program Overview

An introduction to the Darat al-Qahwa training program, designed to build knowledge, skills, and passion for exceptional coffee experiences.

- Purpose of the Program**  
Why this program exists and the impact it creates.
- Who Should Join**  
Ideal participants and role alignment.
- Expected Outcomes**  
Skills, knowledge, and growth to be achieved.
- Trainer Responsibilities**  
Guiding, mentoring, and ensuring success.
- Certification Path**  
Steps to recognition and career advancement.

## 1. Program Overview

Purpose, outcomes, and how the program should be used

The Barista Trainer Program prepares experienced baristas to train, coach, and certify new joiners using one consistent standard. The goal is not only to make good drinks, but also to make the trainer able to explain, demonstrate, observe, correct, and motivate.

### Program outcomes

- Trainer candidate understands company drink standards and can explain them clearly.
- Trainer candidate can demonstrate every station task safely and consistently.
- Trainer candidate can coach new joiners using positive, practical feedback.
- Trainer candidate can complete checklists, daily training plans, and sign-off forms correctly.
- Training Manager confirms the candidate can train without creating bad habits or recipe changes.

### Who should join this program?

- Strong baristas with consistent drink quality and good attitude.
- Staff who follow recipes, cleaning standards, and customer service standards without shortcuts.
- Staff who communicate well and are patient with beginners.
- Staff approved by Store Manager and Training Manager.

- 1 PURPOSE**  
Welcome new joiners and introduce the company culture and standards.
- 2 KEY POINTS**
  - Warm greeting
  - Company introduction
  - Store tour
  - Team introduction
  - Role expectations
  - Basic policies
- 3 BEST PRACTICES**
  - Be friendly
  - Explain clearly
  - Answer questions
  - Support confidence
  - Create belonging
- 4 REMINDER**  
First impressions shape the training journey.

We welcome with warmth

We learn with purpose

We grow together

We create belonging

## 2. Barista Trainer Role and Standards

What trainers are responsible for

A Barista Trainer is responsible for helping new joiners learn the right way from day one. The trainer must protect brand standards and should never teach personal shortcuts, unofficial recipes, or habits that were not approved.

Area	Trainer responsibility	What good looks like
Before training	Prepare schedule, station tools, recipes, and checklist.	Training is organized before the new joiner arrives.
During training	Explain, demonstrate, let trainee practice, observe, correct.	Trainee understands why the task matters and practices safely.
After training	Record progress, give feedback, and inform Store Manager/Training Manager.	Clear notes show what is completed and what needs follow-up.
Quality control	Check drinks, calibration, cleanliness, speed, and customer handling.	No trainee is signed off without meeting the standard.
Culture	Set example in grooming, punctuality, teamwork, and respect.	The trainer is a role model, not only a skilled barista.

### Trainer promise

- I will train according to the approved standard, not my personal style.
- I will correct mistakes early and respectfully.
- I will not sign off a trainee unless I am sure they can perform the task correctly.
- I will escalate any gap that needs Store Manager or Training Manager support.

**2. Trainer Role and Standards**

Trainers at **Darat al-Qahwa** lead by example and uphold the highest standards of professionalism to inspire, guide, and develop future coffee experts.

- Role Model**  
Lead by example in attitude, performance, and values. Be the standard others follow.
- Operational Standards**  
Ensure station readiness, equipment care, cleanliness, and adherence to brand SOPs.
- Professional Appearance**  
Maintain a neat uniform, personal hygiene, and a professional demeanor at all times.
- Communication**  
Communicate clearly, listen actively, and provide constructive feedback with respect.
- Accountability**  
Be punctual, prepared, and responsible for your actions and training outcomes.
- SOP Compliance**  
Uphold all company policies, procedures, and quality standards without exception.

**TRAINER CHECKLIST**

- Punctual
- Station Ready
- Clean & Organized
- SOPs Followed
- Team Support
- Continuous Improvement

**OUR PROMISE**  
QUALITY  
TRADITION  
PASSION  
HOSPITALITY

### 3. Trainer Competency Framework

Skills required before certification

Competency	Expected standard	Evidence required
Coffee knowledge	Explains Arabica/Robusta basics, roast, freshness, grinder impact, extraction, milk, and menu categories.	Verbal Q&A; + trainer quiz.
Technical skill	Performs espresso, milk steaming, iced drinks, brewing, station setup, and cleaning consistently.	Live observation by Training Manager.
Recipe discipline	Uses approved recipe cards, weights, cup sizes, and build sequence.	Random drink test.
Coaching skill	Uses explain-demonstrate-practice-feedback method.	Role-play with a trainee.
Documentation	Completes training checklist, attendance, and sign-off forms.	Completed sample pack.
Leadership behavior	Positive attitude, punctuality, grooming, patience, and teamwork.	Store Manager feedback.

### Certification rule

A staff member becomes an approved Barista Trainer only after the Training Manager observes live training and signs the final certification form. Until then, the candidate may support training but should not certify new joiners alone.

**3. Trainer Competency Framework**

A competency framework that defines the knowledge, skills, and behaviors of an effective coffee trainer at Darat al-Qahwa.

- Coffee Knowledge**: Deep understanding of coffee origins, processing, roasting, and flavor.
- Espresso Skills**: Proficiency in dialing in, extraction, and quality standards.
- Milk Skills**: Expertise in steaming, texturing, and latte art techniques.
- Brewing**: Mastery of manual brewing methods and recipe control.
- Coaching**: Ability to guide, inspire, and develop learners effectively.
- Communication**: Clear instruction, active listening, and engaging presentation.
- Assessment**: Evaluating performance, providing feedback, and driving improvement.

## 4. Training Pathway and Timeline

Recommended 10-day trainer development plan

Day	Focus	Activities	Owner / sign-off
Day 1	Orientation and trainer role	Program overview, expectations, trainer promise, training documents.	Training Manager
Day 2	Coffee knowledge	Coffee beans, freshness, espresso theory, milk basics, menu standards.	Training Manager
Day 3	Espresso and grinder	Dose, yield, time, grind adjustment, tasting, troubleshooting.	Head Barista / Trainer
Day 4	Milk and hot drinks	Steaming, foam levels, temperature, drink build, latte art basics.	Head Barista / Trainer
Day 5	Cold drinks and speed	Iced drinks, batch prep, workflow, speed with accuracy.	Store Manager
Day 6	Cleaning and food safety	Station hygiene, tools, chemicals, allergens, closing standards.	Store Manager
Day 7	Coaching method	How to explain, demonstrate, correct, and motivate. Role-play.	Training Manager
Day 8	Supervised training	Candidate trains one staff member while observed.	Training Manager
Day 9	Assessment day	Technical drink test, trainer quiz, documentation check.	Training Manager
Day 10	Final validation	Live training sign-off, feedback, action plan, certification decision.	Training Manager

### Adjustment option

If operations are busy, this plan can be extended to 2-4 weeks. Do not reduce practice and observation time; only spread the sessions over more days.

**4. Training Pathway and Timeline**

A structured journey to develop confident, skilled, and inspiring barista trainers who uphold the Darat al-Qahwa standards of excellence.

- 1. Nomination**  
Identify potential trainers based on passion, performance, and leadership.
- 2. Foundation Training**  
Build core knowledge in coffee, training skills, brand standards, and hospitality.
- 3. Practice**  
Hands-on practice in brewing, training delivery, and learner engagement.
- 4. Shadow Training**  
Observe and assist experienced trainers in real sessions.
- 5. Assessment**  
Evaluate knowledge, practical skills, and training delivery through assessments.
- 6. Certification**  
Earn the Darat al-Qahwa Trainer Certification and join the trainer community.

**Darat al-Qahwa**  
THE HOUSE OF COFFEE  
— 1970 —

**THE HOUSE OF COFFEE**

OUR PROMISE  
QUALITY  
TRADITION  
PRECISION  
HOSPITALITY

TRAINER JOURNEY

- Nomination
- Foundation Training
- Practice
- Shadow Training
- Assessment
- Certification



## 5. Core Topics Barista Trainers Must Know

Knowledge and station standards

Topic	Trainer must be able to explain	Trainer must be able to demonstrate
Coffee basics	Arabica vs Robusta, origin, roast level, freshness, grinding, water quality.	Tasting coffee and describing body, acidity, sweetness, and aftertaste.
Espresso theory	Dose, yield, time, grind size, tamping, channeling, under/over extraction.	Dial-in, pull espresso, taste, adjust grinder, and record setting.
Milk steaming	Milk type, temperature, foam, texture, stretching, rolling, and sanitation.	Steam milk for latte, cappuccino, flat white, macchiato, and hot chocolate.
Cold beverage workflow	Ice amount, sauce/syrup sequence, milk/espresso order, mixing, garnish, cup standard.	Prepare iced drinks cleanly and quickly while maintaining recipe accuracy.
Brewing methods	V60, batch brew, cold brew basics, ratio, grind, water temperature, brew time.	Prepare a simple brew and troubleshoot weak/bitter taste.
Customer service	Greeting, listening, order confirmation, upsell, complaint handling, farewell.	Role-play ordering and handoff with positive body language.
Food safety	Handwashing, gloves, allergens, labels, FIFO/FEFO, cleaning chemicals.	Set up station, clean tools, label items, and prevent cross-contamination.

## 6. How to Train a New Joiner

Simple method for every task

Use the same 5-step method for every skill. This keeps training clear and avoids confusing the new joiner.

Step	Trainer action	Example
1. Explain	Say what the task is, why it matters, and what the standard is.	"We weigh espresso because taste must be consistent for every guest."
2. Demonstrate	Show the full task once without interruption.	Trainer prepares a latte while trainee watches.
3. Guided practice	Trainee tries while trainer gives small prompts.	"Stop and purge the steam wand first."
4. Independent practice	Trainee repeats without help. Trainer observes quietly.	Trainee makes 3 drinks in a row.
5. Feedback and sign-off	Praise what was right, correct one or two key gaps, record result.	"Milk texture improved. Next focus: temperature control."

### Feedback formula

- Start with one positive point: "Your workflow was clean."
- Explain one improvement: "The espresso waited too long before milk was added."
- Show the correction: demonstrate the correct timing or movement.
- Ask the trainee to repeat immediately.
- Record the result in the training checklist.

**6. How to Train a New Joiner**

A structured and supportive approach helps new team members feel confident, build skills, and deliver great experiences.

- Welcome and Orientation**  
Make them feel at home and introduce our values, culture, and standards.
- Demonstration**  
Show the task clearly. Explain the why, how, and key quality points.
- Guided Practice**  
Let them try with your support. Offer tips and encouragement along the way.
- Observation**  
Step back and observe their performance and attention to detail.
- Feedback**  
Give clear, kind, and specific feedback. Celebrate what they do well.
- Sign-off**  
Confirm readiness and set next steps for growth and development.

**TRAINING EXCELLENCE**

- Knowledge (Build understanding)
- Skills (Practice with purpose)
- Consistency (Deliver quality)
- Passion (Inspire others)

**Darat al-Qahwa**  
THE HOUSE OF COFFEE  
— 1970 —

**OUR PROMISE**  
QUALITY  
TRADITION  
PASSION  
HOSPITALITY



## 7. Drink Quality and Calibration

Espresso, grinder, milk, and recipe control

A trainer must protect recipe standards. New joiners copy what they see, so the trainer must use scales, timers, recipe cards, and correct cup sizes during training.

Quality point	Trainer check	Common mistake	Correction
Dose	Coffee weight matches recipe card.	Guessing dose or ignoring scale.	Re-train weighing, distribution, and tamping.
Yield	Espresso output matches recipe target.	Stopping by color only.	Use scale/volume standard and timer.
Time	Extraction time is within approved range.	Adjusting grind without tasting.	Taste first, then adjust one variable.
Milk texture	Smooth microfoam, correct temperature.	Big bubbles, burnt milk, no rolling.	Purge wand, position tip, stretch then roll.
Recipe build	Correct sequence and measured ingredients.	Free-pouring sauces or milk.	Use measuring tools until consistent.
Cleanliness	Tools are wiped, purged, rinsed, and stored correctly.	Dirty steam wand or portafilter.	Stop training and correct hygiene immediately.



## 7A. Grinder Calibration Coaching

Teach the why, not only the movement

- Ask the trainee to taste espresso before changing the grinder.
- Explain that finer grind usually slows extraction and coarser grind usually speeds extraction.
- Change one variable at a time, then test again.
- Record the setting, dose, yield, time, and taste note.
- Never allow random grinder changes during rush without informing the supervisor.

Taste / result	Likely issue	Trainer action
Sour, thin, fast shot	Under-extraction or grind too coarse.	Make grind finer, confirm dose and tamp, test again.
Bitter, dry, slow shot	Over-extraction or grind too fine.	Make grind coarser, check dose, test again.
Uneven flow / spraying	Channeling, bad distribution, damaged basket.	Re-train distribution and tamping; inspect basket.
Good time but bad taste	Beans, water, cleanliness, recipe, or old coffee.	Check freshness, cleaning, water, and recipe before changing more.

# Steaming Milk Standard

— Smooth texture, correct temperature, consistent results —

**1 PURPOSE**

Ensure milk is steamed safely and consistently to achieve the correct texture, temperature, and taste for every beverage.

**3 QUALITY CHECKPOINTS**

- Final temperature: 55–65°C
- Texture is glossy and silky
- No large bubbles
- Milk integrates smoothly with espresso
- Pour without delay

**2 KEY STANDARDS**

- Use cold fresh milk
- Use a clean cold pitcher
- Purge steam wand before and after use
- Stretch milk briefly, then texture
- Create a smooth whirlpool
- Wipe and clean the steam wand immediately

**4 BEST PRACTICES**

Purge steam wand    Position tip correctly    Stretch briefly    Texture to silky finish    Wipe and clean

**Remember:**  
Milk should be silky, glossy, and never overheated.

QUALITY • CONSISTENCY • HOSPITALITY

## 7B. Milk Steaming Coaching

Texture, temperature, and station hygiene

Milk training should be hands-on. New joiners need to hear the correct sound, see the whirlpool, and feel the pitcher temperature.

- Use cold milk and a clean cold pitcher.
- Purge steam wand before and after steaming.
- Stretch milk only at the beginning, then create a rolling whirlpool.
- Stop at the approved temperature; never burn milk.
- Wipe steam wand immediately using the correct drink cloth.

Drink family	Trainer focus	Common correction
Latte	Silky milk, light foam, smooth pour.	Reduce air injection after the first few seconds.
Cappuccino	More foam and lighter texture.	Add controlled air, then roll to polish texture.
Flat White	Thin microfoam and strong coffee balance.	Do not over-foam; focus on shine and texture.
Macchiato / Cortado	Small volume accuracy and balance.	Use correct cup size and avoid excess milk.

## Foam Size Standards

— Cappuccino + Latte + Flat White —

**1 CAPPUCINO**

**THICKEST FOAM**  
Airy but smooth, deep foam cap.

**2 LATTE**

**MEDIUM FOAM**  
Smooth microfoam, light foam layer.

**3 FLAT WHITE**

**THINNEST FOAM**  
Silky microfoam, very fine texture.

**FOAM SIZE COMPARISON**

CAPPUCINO > LATTE > FLAT WHITE

Cappuccino = Largest Foam  
Latte = Medium Foam  
Flat White = Smallest Foam

**PURPOSE**

Consistent foam size and texture ensure balance, enhance flavor, and deliver the correct experience for each drink.

**KEY STANDARDS**

- Correct foam volume for each drink
- No large bubbles
- Glossy, wet microfoam
- Correct pour technique
- Match the drink style

**TEXTURE NOTES**

- Cappuccino: Airy, thick, deep foam cap
- Latte: Smooth, fine microfoam, light layer
- Flat White: Silky, very fine microfoam, seamless surface

**QUALITY CHECKPOINTS**

- No large bubbles
- Clean finish
- Correct pour & latte art (where applicable)
- Drink-specific texture achieved
- Serve immediately

**1** Steam milk correctly

**2** Swirl pitcher to polish microfoam

**3** Pour with control

**4** Compare surface texture

**5** Serve immediately

**REMEMBER**

Foam should match the drink style:  
Cappuccino thickest, Latte medium, Flat White finest and thinnest.

— CONSISTENT FOAM. CONSISTENT QUALITY. EVERY CUP. —

## 8. Coaching and Feedback Standards

How trainers should correct performance

Good training is firm but respectful. The trainer should correct mistakes early, but the trainee should feel safe to practice and ask questions.

Situation	Poor trainer response	Approved trainer response
Trainee makes a wrong drink	"No, this is wrong. Watch me."	"Let us compare it with the recipe card. What step changed?"
Trainee is slow	"Be faster."	"Your accuracy is good. Now we will practice the same drink three times with cleaner movement."
Trainee forgets cleaning	Ignores it because store is busy.	Stops the task, explains food safety risk, repeats correct cleaning.
Trainee lacks confidence	Takes over the task every time.	Breaks the task into smaller steps and celebrates progress.
Trainee argues about recipe	Allows personal recipe changes.	Explains approved standard and escalates if needed.

### Trainer language to use

- "Show me the step again from the beginning."
- "What does the recipe card say?"
- "What do you taste in this espresso?"
- "Good improvement. Now repeat it without my help."
- "I will not sign off yet, but you are close. We need one more practice session."

**8. Coaching and Feedback**

Effective coaching helps trainers inspire growth, build confidence, and shape skilled, passionate baristas who deliver exceptional experiences.

- Observe Performance**  
Watch with intention and take notes on key behaviors, techniques, and habits.
- Reinforce Strengths**  
Acknowledge what they do well and highlight their positive impact.
- Give Constructive Feedback**  
Be specific, kind, and solution-focused. Focus on the behavior, not the person.
- Demonstrate Again**  
Show the correct technique clearly and explain the reason behind it.
- Set Action Steps**  
Agree on small, achievable goals they can practice and improve.
- Follow Up**  
Check in regularly, celebrate progress, and adjust support as needed.

**COACHING CHECKLIST**

- Observe
- Guide
- Encourage
- Provide Feedback
- Plan Next Steps
- Follow Up

**Session Notes**

- Milk texture improved
- Keep sugar consistent
- Work on milk art flow
- Practice and review



## 9. Food Safety, Cleaning, and Customer Standards

Non-negotiable habits trainers must enforce

Standard	Trainer must verify	Immediate correction required when...
Hand hygiene	Hands washed at start, after breaks, after touching face/phone/cash/waste.	Trainee handles food or drinks without washing hands.
Gloves and PPE	Used correctly according to task; changed when contaminated.	Gloves become a replacement for handwashing.
Labels and expiry	Products labeled with date/time and used FIFO/FEFO.	Unlabeled or expired product is found.
Cross-contamination	Separate tools and clean surfaces.	Dairy, allergens, or food items are mixed carelessly.
Chemical safety	Correct chemical, dilution, cloth, and storage.	Chemical is stored near food or used without instruction.
Customer handling	Greeting, confirmation, accuracy, and clean handoff.	Order is not repeated back or guest complaint is ignored.



## 10. Assessment Tools and Certification

How Training Manager confirms readiness

The Training Manager should use three levels of assessment: knowledge, technical skills, and live training behavior. A trainer candidate must pass all three before final approval.

Assessment	Pass criteria	Result
Knowledge quiz	Minimum 85%. Candidate explains coffee basics, recipes, food safety, and trainer role.	Pass / Needs retry
Drink quality test	Candidate prepares selected hot and cold drinks within recipe standard.	Pass / Needs practice
Calibration test	Candidate diagnoses espresso taste/result and adjusts grinder correctly.	Pass / Needs practice
Coaching role-play	Candidate trains another person using 5-step method.	Pass / Needs practice
Documentation review	Candidate completes checklist, daily notes, and sign-off correctly.	Pass / Needs correction
Final live observation	Candidate trains a new joiner during real shift while observed.	Approved / Not approved yet

### Certification decision

- Approved: candidate can train and sign off selected skills under store process.
- Approved with follow-up: candidate can train, but Training Manager will re-check after 2 weeks.
- Not approved yet: candidate needs action plan and re-assessment date.

# 11. Barista Trainer Candidate Checklist

Use during the trainer program

Item	Completed?	Training Manager notes
Understands trainer role and responsibilities		
Can explain coffee basics and menu standards		
Can prepare espresso drinks to standard		
Can calibrate grinder with taste-based reasoning		
Can steam milk for all main drink families		
Can prepare cold drinks using recipe cards		
Can explain cleaning, food safety, labels, and allergens		
Can train using explain-demonstrate-practice-feedback method		
Can complete new joiner checklist and sign-off form		
Passed live training observation		

Candidate name: \_\_\_\_\_ Store: \_\_\_\_\_

Training Manager: \_\_\_\_\_ Date: \_\_\_\_\_

**11. Trainer Checklists and Sign-off Forms**

Structured documentation helps trainers track progress, ensure consistency, and confirm that trainees are ready to deliver exceptional guest experiences.

- Daily Training Checklist**  
Use a daily checklist to ensure all key topics, skills, and standards are covered.
- Session Objectives**  
Define clear learning objectives for each session to keep training focused and goal-oriented.
- Trainee Progress Record**  
Track individual progress, strengths, and areas for improvement across training modules.
- Practical Sign-off**  
Confirm competency in hands-on skills with practical assessments and checkpoints.
- Trainer Signature**  
Trainers confirm completion of each module and provide feedback and guidance.
- Manager Approval**  
Managers review and approve readiness to ensure quality and alignment with our standards.

## 12. New Joiner Training Plan Template

For the trainer to use with every new staff member

Day	Training focus	Tasks completed	Trainer initials	Trainee initials
1	Welcome, grooming, station tour, safety basics			
2	Customer service, POS basics, order confirmation			
3	Espresso machine, grinder, dose/yield/time			
4	Milk steaming and hot drinks			
5	Cold drinks, sauces, ice, garnish, workflow			
6	Cleaning, labels, FIFO/FEFO, allergens			
7	Speed practice, accuracy check, final review			

Rule: The trainee should not work alone on a station until the trainer and manager confirm readiness.

**12. Documentation, Records, and Continuous Improvement**

Strong documentation and continuous improvement ensure consistency, quality, and growth across all training programs at Darat al-Qahwa.

**Maintain Records**  
Keep accurate records of training sessions, attendance, assessments, and certifications.

**Review and Analyze**  
Regularly review training data and feedback to identify trends and areas for improvement.

**Feedback Collection**  
Collect feedback from trainees, trainers, and managers to improve training quality and relevance.

**Set Improvement Goals**  
Define actionable goals based on feedback and performance data.

**Implement Improvements**  
Update training content, methods, and resources to address gaps and enhance learning.

**Continuous Cycle**  
Repeat the process of review, improvement, and measurement to ensure ongoing excellence.

**TRAINING SESSION RECORD**  
Date: 19/05/2024  
Topic: Espresso Skills  
Trainer: Ahmed Al-Qahwa

**ATTENDANCE**

Name	Signature
Omar Hassan	[Signature]
Omar Saad	[Signature]
Khalid Ahmed	[Signature]
Youssef Nasser	[Signature]

**ASSESSMENT RESULT**

Trainee	Score
Ali Hassan	92 %
Omar Saad	88 %
Khalid Ahmed	90 %
Youssef Nasser	91 %

Comments: Good improvement.

**FEEDBACK SUMMARY**

What went well:

- Practical activities
- Clear explanations

Areas to improve:

- Time management
- More practice on latte art

Actions:

- Add more practice sessions
- Update training materials

**CONTINUOUS IMPROVEMENT**

- Observe
- Evaluate
- Improve
- Grow Together

**EXCELLENCE NEVER STOPS**

# 13. Trainer Observation Form

Training Manager live observation

Observation point	Score 1-5	Notes / evidence
Prepared training tools and station before session		
Explained task clearly and simply		
Demonstrated correct standard without shortcuts		
Allowed trainee to practice enough		
Corrected mistakes respectfully and immediately		
Checked drink quality and recipe accuracy		
Enforced cleaning and food safety standards		
Completed documentation correctly		
Showed leadership attitude and patience		

Final decision:  Approved  Approved with follow-up  Not approved yet

Action plan: \_\_\_\_\_

Training Manager signature: \_\_\_\_\_ Date: \_\_\_\_\_

**13. Trainer Observation Form**

Trainer observations help ensure consistent delivery of standards and provide ongoing support for improvement. Use this form during live training sessions.

- Observe Key Behaviors**  
Focus on specific actions, techniques, communication, and room presence.
- Use the Rating Scale**  
Rate performance using the provided scale (e.g., 1-5 or Needs Improvement to Excellent).
- Provide Constructive Feedback**  
Note strengths and areas for improvement with clear, specific examples.
- Set Action Steps**  
Define 1-3 actionable steps the trainer can take to strengthen their performance.
- Follow Up**  
Review progress in future sessions and celebrate improvement.

**TRAINER OBSERVATION FORM**

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Observer Name: \_\_\_\_\_

EVALUATION AREA	RATING (1-5)	COMMENTS
Preparation & Readiness		
Subject Knowledge		
Training Delivery		
Communication Skills		
Engagement & Interactivity		
Demonstration Skills		
Time Management		
Professionalism		
Response to Questions		
Overall Performance		

OVERALL RATING: 1 - Needs Improvement, 2 - Good, 3 - Excellent

STRENGTHS:

AREAS FOR IMPROVEMENT:

ACTION STEPS:

1. \_\_\_\_\_  
 2. \_\_\_\_\_  
 3. \_\_\_\_\_

Observer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 14. Sample Trainer Quiz Questions

Use for knowledge validation

1. What is the role of a Barista Trainer?
2. Why should we use recipe cards during training?
3. What is the difference between dose, yield, and extraction time?
4. What happens when espresso runs too fast and tastes sour?
5. What should the trainer do before changing the grinder?
6. Why do we purge the steam wand before and after steaming?
7. How should a trainer correct a trainee who makes the same mistake repeatedly?
8. What is FIFO/FEFO and why does it matter?
9. Name three situations when hands must be washed immediately.
10. Who has the final authority to approve a new Barista Trainer?

Recommended passing score: 85% or above. Any critical food safety answer marked wrong should be corrected before sign-off.

# Final Trainer Certification

This page confirms that the trainer candidate completed the required program and was observed by the Training Manager.

Candidate name		Store	
Position		Program dates	
Knowledge quiz score		Drink test result	
Live observation result		Final status	

Final status:  Approved as Barista Trainer  Follow-up required  Not approved yet

## Training Manager comments:

---



---



---



---



---

Candidate signature: \_\_\_\_\_ Date: \_\_\_\_\_

Training Manager signature: \_\_\_\_\_ Date: \_\_\_\_\_

Important: Approval should be reviewed after the trainer completes the first new joiner training cycle.





# Barista Trainer Certification

This is to certify that

---

has successfully completed the Barista Trainer Program and is certified to train, coach, and support new joiners according to Darat Al-Qahwa standards.

 Date: \_\_\_\_\_

---

Line Manager

---

Training Manager




---

HR Manager