



NEW JOINER TRAINING PLAN	
New Joiner Information	
Employee Name:	
Position:	
Area Manager:	
Branch:	
Joining Date:	
Trainer / Supervisor:	





Company Introduction & Coffee Basic (Day 1)		Sign	Date
Topics: Company overview, Attendance & Food Safety, PPE, Training Plan, Coffee basic			
Topics: 5 Hot drinks, Expiration, Grinder, Espresso machine, Coffee basic standard			
Job Discription & SOP Training (Day 2)			
Topics: 10 more hot drinks, job discription, SOP, Refresh information about Day 1			
Topics: Supporting the store team			
Online Training (Day 3–9)			
Topics: Training Website Basics			
Topics: Finish all hot drinks, plus cold drinks, need to finish his role (Manaeesh/Cashier/Nuts/Barista)			
On-the-Job Practical Training (Day 10–20)			
Objectives: Hands-on experience under supervision			
Activities: Practical, real working, exam from barista trainer			
Final Assessment & Confirmation (Day 20–30)			
Assessment: Practical skills, Behavior, knowledge review.			
Result: Pass / Needs Additional Training			
Training completion	YES-NO :	Comment	
Trainer signature:			
New joiner signature:			
Date:			

	<h1>Training Topics</h1>		Barista Trainer Check
1	Meeting with the barista trainer, or training manager. To introduce the company		
2	Store tour: bar, cashier, Manaesh, Nuts, back area, storage, restroom, Explain staff entrance, lockers, break area		
3	Explain attendance, Day Off, break policy, and meal policy		
3	Explain grooming, PPE, and uniform standards, Explain personal hygiene and handwashing		
4	Explain food safety basics, Temperature, Expiration, and equipment safety		
5	Explain emergency contacts and evacuation plan		
6	Coffee station setup, and tools, Espresso machine parts, Grinder parts and basic function		
7	Portafilter, basket, tamper, pitcher tools, Cup sizes and drink categories		
8	Arabica vs Robusta basics, Coffee freshness and storage		
9	Espresso taste basics: sour, bitter, balanced, Importance of water quality		
10	Dose coffee correctly, Distribute coffee evenly, Tamp level and consistent		
11	Flush group head before extraction, Lock portafilter correctly, Start extraction immediately, Check espresso shot time and volume, Identify good and bad espresso shot		
12	Choose correct pitcher size, Add correct milk amount, Purge steam wand before use, Steam milk with correct texture, Control milk temperature, Wipe and purge steam wand after use, Pour milk correctly into drink		
13	Greeting customer, and Guest, Taking order accurately, and Up-Sell, Repeating order to customer, Upselling politely, Drink handoff standard, and delivery order, Handling customer complaint, LAST, Thanking customer and closing interaction		
14	Handwashing standard, Uniform, and Gloves / PPE use		
15	Clean AS-U-GO Grinder cleaning, Steam wand cleaning, Milk pitcher cleaning, Tools cleaning, Portafilter and basket cleaning, Coffee station cleanliness, Espresso machine cleaning, End of shift closing cleaning		
16	FIFO / FEFO basic understanding, Coffee bean storage, Milk and chilled item storage, Syrup and sauce storage, Cup, lid, and packaging stock location		
17	Ensure that there are no differences in the working day cash/Mada and close the bills correctly from the DAQ APP program, free, terms		
18	Opening the computer and closing the computer daily according to the system of the shift with the financial amount being counted well		
19	information about full menu such as drinks, food, nuts and coffee		
20	The barista area starts with the coffee grinder then the espresso machine		
21	The coffee maker mix is special and roasted in the company and it is not correct to change the percentage of the mixture or modify it with the approval of the company to change the taste from one shop to another		
22	Coffee Calibration Single shot 18g Coffee Liquid 35ml, Double shot 20g Coffee 45ml Liquid With Beverage		
23	Heating the milk should be creamy without foaming, bubbles or a higher temperature than appropriate		
24	Always follow the recipe booklet for cold or hot drinks so that the drink and taste are the same in every shop		
25	Use the correct equipment with each beverage		
Barista Trainer Sign		Comment	
Date			

	<h1>Training Topics</h1>		Barista Trainer Check
26	Barista training is very important for Make sure that repeat drinks to make sure the same method is followed		
27	Practical training on the cashier is very important for your contact with the guest and different situations in solving problems		
28	Practical training on the area of Manakish and the use of the Oven electric or gas		
29	Follow the manakish and simit booklet to increase the information in case of the job as a cashier or barista only		
30	Follow the brochure of recipes for manakish and simit to make sure that they have the same taste, the same method and shape in all cases		
31	Cleaning and tidying up the area of Manakish and simit always		
32	Practical training on the area of nuts and carmelizing nuts		
33	Identify the types of nuts and offering free tasting to show to the guest		
34	In case the job is not a nuts employee's job of identifying the products to display them well and sell from the cashier area		
35	Follow-up of general cleanliness in the shop is everyone's job, respect for the guest is everyone's job, and cooperation among the partners is everyone's job		
36	Not using mobile phones and accessories for gadgets, adhering to working hours, and informing the line manager in case of delays or absence.		
37	Continuous follow-up of company information and updates on important decisions regarding employees or products		
38	Compliance with the company's uniform and compliance with the company's regulations in all work regulations.		
39	Must respect with the work team and avoid using a loud tone of voice or a disrespectful way of dealing		
40	Ensure that the same products and equipment are consistently received and used that meet the standards of DAQ		
41	Immediately informed to make sure that the same ingredients for the drinks are received from the same supplier to make sure that the taste of the drink and the method		
42	Changing ingredients or suppliers may affect taste and quality in the case of Changing recipe sheets according to need		
43	Practical training is 90% of the task and theoretical training on the site is only 10% of the training period		
44	Explanation of the training system: Theoretical on the Learning website and practical in the stores		
45	Registration on the Learning site and explanation of the website system and the course system		
46	Download the guest DAQ APP software and how it works		
47	Studying the basic courses: Welcome to Darat Al qahwa, Hospitality Expert, Allergy, Food Safety		
48	Course Review: Welcoming to Darat Al-Qahwa, the most important points of the course: The history of the company and the first branch was in the Queen Building in 1970 in Jeddah		
49	Choosing the name of the coffee shop Dar: to treat guests as if they were at home		
50	Shops size: from 10 meters to 50 meters Koshk, from 50 meters to 250 meters Satellite, 250 meters to 500 meters Main locations		
Barista Trainer Sign		Comment	
Date			

	<h1>Training Topics</h1>		Barista Trainer Check
51	DAQ Values: Guest Satisfaction, Selected Team, Industry Leadership, Quality & Profitability, Cleanliness & Safety		
52	Course Review: Hospitality Expert		
53	The guest experience is divided into 4 parts, each part represents 25% of the visit, before enter, during ordering, order processing, and after completion.		
54	Satisfying the guest is very important and following the LAST method in solving any problem: listen, apologize, satisfy and thank.		
55	All employee positions each one of them is important in dealing with the guest and respect and not just the cashier		
56	Course Review: Allergies		
57	Allergens, including nuts, dairy products, gluten, and shrimp		
58	Allergy symptoms: puffy lips, redness of the skin, itching, stomach cramps, and the person may need urgent medical help		
59	Stickers and allergy data are important to have them in the store and on the menu		
60	Course Review: Food Safety		
61	Hand washing, not using mobile phones, not wearing accessories such as rings, bracelets, or gold accessories for women.		
62	Check the expiration dates, and storage according to FIFO, FEFO		
63	Chiller temperatures from 0 to 5 C and freezer from -18 to -23 C		
64	Use the tools for each drink separately, and do not mix the ingredients in a way that causes cross contamination		
65	Registration in the Cashier, Barista or Manakish Course according to the job after the end of the main courses		
66	Review the expiration in the cashier area, the organized arrangement and cleanliness of the display area in front of the cashier		
67	Welcome and offer the guest good products to increase sales and ask about the coffee circuit program		
68	Assistant of the work team with no violation of the job duties in the cashier		
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Barista Trainer Sign		Comment	
Date			

	<h1 style="text-align: center;">Training Topics</h1>		Barista Trainer Check
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Barista Trainer Sign		Comment	
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	<h1 style="text-align: center;">Training Topics</h1>		Barista Trainer Check
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Barista Trainer Sign		Comment	
Date			



Training Development Plan

Employee Name:		Area Manager Name:	
Job position:		Area Manager Sign:	
Store Name:		Store Manager Name:	
Date:		Store Manager Sign:	

#	Identified Issues	Development	Comment	Timeline	Target Date for completion

Comment

Next Review Date:	
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Page Number#	
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Partner Sign : _____ *met*



Training Manager Sign : _____ *met*



Training Development Plan

Employee Name:		Area Manager Name:	
Job position:		Area Manager Sign:	
Store Name:		Store Manager Name:	
Date:		Store Manager Sign:	

#	Identified Issues	Development	Comment	Timeline	Target Date for completion

Comment

Next Review Date:	
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Page Number#	
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Partner Sign : _____ 



Training Manager Sign : _____ 

Training Evaluation Form



Partner Name:

Area Manager Name:

Section 1: Attendance & Punctuality

Attended all training sessions: [1] [2] [3] [4] [5]

Arrived on time for each session: [1] [2] [3] [4] [5]

Demonstrated reliability and responsibility: [1] [2] [3] [4] [5]

Section 2: Knowledge & Understanding

Training Website: [1] [2] [3] [4] [5]

Welcome To Darat Al-Qahwa: [1] [2] [3] [4] [5]

Guest Expert: [1] [2] [3] [4] [5]

Allergy: [1] [2] [3] [4] [5] Food Safety: [1] [2] [3] [4] [5]

Main Role Course (.....): [1] [2] [3] [4] [5]

Section 3: Attitude & Behavior

Shows initiative and willingness to learn: [1] [2] [3] [4] [5]

Works well with team members: [1] [2] [3] [4] [5]

Maintains a professional appearance: [1] [2] [3] [4] [5]

Accepts feedback and applies corrections: [1] [2] [3] [4] [5]

Section 4: Practical Training

Applies knowledge in Explaining Drinks-Food Information: [1] [2] [3] [4] [5]

Handles tools/equipment properly: [1] [2] [3] [4] [5]

Completes tasks with minimal supervision: [1] [2] [3] [4] [5]

Demonstrates Hard Work Practical : [1] [2] [3] [4] [5]

Comments:

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Training Manager Signature:

Date:



دارة القهوة
Darat al-Qahwa
THE HOUSE OF COFFEE
— 1970 —

New Joiner Training Certificate

This is to certify that

has successfully completed the New Joiner Training Program and is certified according to Darat Al-Qahwa standards.

 Date: _____

Training Manager

Area Manager

HR Manager