



BARISTA TRAINER PROGRAM GUIDE

Compact trainer certification pack for new joiner on-boarding



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

Program Quick Guide

How to use this updated certification pack

This compact guide prepares selected baristas to train, coach, observe, and sign off new joiners using one approved company standard. It removes repeated visual pages and keeps the most important trainer actions, checklists, and certification tools.

Who should join?

- Strong baristas with consistent drink quality.
- Staff who follow recipes and cleaning standards.
- Patient people who can explain simply.
- Approved by Store Manager and Training Manager.

Program outcomes

- Explain company drink standards clearly.
- Demonstrate every station task safely.
- Coach with respectful, practical feedback.
- Complete checklists and sign-off correctly.

Updated Contents

Page	Section	Purpose
1	Cover	Document identity and version.
2	Program Quick Guide	Purpose, target candidates, and outcomes.
3	Trainer Role & Competency	Responsibilities, promise, and certification rule.
4	10-Day Training Pathway	Trainer development timeline.
5	Core Topics	What trainers explain and demonstrate.
6	New Joiner Training Method	Five-step training and feedback formula.
7	Drink Quality & Calibration	Recipe control, grinder actions, and common mistakes.
8	Milk Steaming & Foam Standard	Texture, temperature, and drink family focus.
9	Coaching & Feedback	Approved correction language and behavior.
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11	Checklists & Training Plan	Candidate checklist and 7-day new joiner plan.
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1. Trainer Role & Competency

Responsibilities, required skills, and trainer promise

A Barista Trainer protects standards from day one. The trainer must never teach personal shortcuts, unofficial recipes, or unapproved habits.

Area	Trainer responsibility	What good looks like
Before training	Prepare schedule, station tools, recipe cards, and checklist.	Training is ready before the new joiner arrives.
During training	Explain, demonstrate, allow practice, observe, and correct.	Trainee understands why the task matters and practices safely.
After training	Record progress, give feedback, and inform manager.	Clear notes show completed items and follow-up needs.
Quality control	Check drinks, calibration, cleanliness, speed, and guest handling.	No trainee is signed off without meeting the standard.
Culture	Model grooming, punctuality, teamwork, and respect.	Trainer is a role model, not only a skilled barista.

Competency before certification

Competency	Expected standard	Evidence
Coffee knowledge	Explains beans, freshness, grinder impact, extraction, milk, and menu categories.	Q&A + trainer quiz.
Technical skill	Performs espresso, steaming, iced drinks, brewing, setup, and cleaning consistently.	Live observation.
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 trainee.
Documentation	Completes checklist, attendance, and sign-off forms.	Completed sample pack.
Leadership	Positive attitude, punctuality, grooming, patience, and teamwork.	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.

2. 10-Day Training Pathway

Recommended trainer development plan

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

Adjustment option

If operations are busy, extend this plan to 2-4 weeks. Do not reduce practice or observation time; only spread the same sessions across more days. Trainer candidates must still complete assessment and live observation before approval.

3. Core Topics Trainers Must Know

Knowledge and station standards

Every certified trainer must be able to explain the standard and demonstrate the station task. Use this page as the main knowledge map for trainer preparation.

Topic	Trainer can explain	Trainer can demonstrate
Coffee basics	Arabica vs Robusta, origin, roast level, freshness, grinding, water quality.	Taste coffee and describe 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 workflow	Ice amount, sauce/syrup sequence, milk/espresso order, mixing, garnish, cup standard.	Prepare iced drinks cleanly and quickly while keeping recipe accuracy.
Brewing methods	V60, batch brew, cold brew basics, ratio, grind, water temperature, brew time.	Prepare a simple brew and troubleshoot weak or 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.

Trainer standard

- Train only with approved recipe cards and company standards.
- Use real station tools during practice: scale, timer, pitcher, thermometer, cloths, labels.
- Ask questions after demonstration to confirm the trainee understands the reason behind the step.
- Never sign off a skill from memory only; observe the task live.

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Core Topics for Barista Trainers

Barista trainers play a key role in shaping knowledge, skills, and professional standards. These core topics ensure well-rounded training and exceptional coffee experiences.

- Coffee Basics**
Origins, varieties, processing, roasting, and freshness.
- Espresso Extraction**
Dialing in, shot quality, and consistency.
- Milk Steaming**
Texture, temperature, and microfoam.
- Latte Art**
Pouring techniques and pattern creation.
- Manual Brewing**
Brewing methods, ratios, and control.
- Cleaning & Maintenance**
Equipment care, hygiene, and best practices.
- Customer Service**
Hospitality, communication, and guest experience.
- Troubleshooting**
Identifying issues and effective solutions.

Training Excellence

- Knowledge: Basic understanding
- Skills: Practice with purpose
- Consistency: Deliver quality
- Passion: Inspire others

OUR PROMISE: QUALITY, TRADITION, PASSION, HOSPITALITY

4. How to Train a New Joiner

Simple method for every task

Use the same five-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 while trainer observes quietly.	Trainee makes 3 drinks in a row.
5. Feedback + sign-off	Praise what was right, correct key gaps, record result.	Milk texture improved. Next focus: temperature control.

Feedback formula

1. Start positive

Example: Your workflow was clean and you remembered to purge the wand.

2. Explain one gap

Example: The espresso waited too long before milk was added.

3. Show the correction

Demonstrate the correct timing, movement, or measurement clearly.

4. Repeat + record

Ask the trainee to repeat immediately, then record the result in the checklist.

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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

5. Drink Quality & Calibration

Espresso, grinder, milk, and recipe control

New joiners copy what they see. 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.	Changing grind without tasting.	Taste first, then adjust one variable.
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.

Grinder calibration coaching

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.

Calibration rules

Taste before changing the grinder. Finer grind usually slows extraction; coarser grind usually speeds extraction. Change one variable at a time, test again, and record setting, dose, yield, time, and taste note.

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Drink Quality and Calibration

Consistent drink quality builds trust and loyalty. This module ensures all trainers and new joiners understand our standards and calibrate their senses, tools, and techniques to deliver the same exceptional experience—every time.

- Recipe Standards**
Follow approved recipes for every beverage, with precise ratios, volumes, and method.
- Espresso Extraction**
Dial in to achieve balanced extraction: the right time, yield, and flavor.
- Milk Texture & Temperature**
Steam to silky microfoam and serve at the ideal temperature (55–65°C).
- Taste Calibration**
Taste regularly, compare, and align to our flavor standards as a team.
- Visual Presentation**
Deliver clean, appealing presentation and latte art that reflect our brand.
- Corrective Action**
Identify issues, adjust, and retest until the drink meets our quality standards.

Drink Quality Checklist

- ☒ Recipe & Ratio
- ☒ Extraction
- ☒ Milk Texture
- ☒ Temperature
- ☒ Taste
- ☒ Presentation
- ☒ Consistency

6. Milk Steaming & Foam Standard

Texture, temperature, and station hygiene

Milk training must 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 approved temperature; never burn milk.
- Wipe steam wand immediately using the correct 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 quick guide

Cappuccino

Thickest foam. Airy but smooth, deeper foam cap.

Latte

Medium foam. Smooth milk, light foam layer.

Flat White

Thinnest foam. Silky microfoam, very fine texture.



Foam Size Standards

→ Cappuccino + Latte + Flat White →

1 CAPPUCCINO



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



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
- Glossy 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. ♦

7. Coaching & Feedback Standards

How trainers should correct performance

Good training is firm but respectful. Correct mistakes early, but keep the trainee safe to practice, ask questions, and repeat.

Situation	Avoid	Approved trainer response
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.
Cleaning forgotten	Ignore it because store is busy.	Stop the task, explain food safety risk, repeat correct cleaning.
Low confidence	Take over the task every time.	Break the task into smaller steps and celebrate progress.
Recipe argument	Allow personal recipe changes.	Explain approved standard and escalate 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.

Coaching rule

Correct behavior, not personality. Be specific, calm, and practical. One clear correction is better than five confusing comments.

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 body consistent
- Work on milk art flow
- Practice and review

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8. Food Safety & 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, or waste.	Trainee handles food or drinks without washing hands.
Gloves and PPE	Used correctly according to task and 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.

Trainer reminder: food safety gaps are not coaching preferences - they are stop-and-correct moments. Stop the task immediately, explain the risk, demonstrate the approved standard, then ask the trainee to repeat.

Customer standard

Greet, listen, confirm order, prepare accurately, hand off cleanly, and close with friendly language.

Cleaning standard

Correct cloth, correct chemical, clean tools, no cross-use between steam wand, counter, and dirty areas.

Food Safety, Cleaning, and Customer Standards

Trainers must model safe food handling, clean work areas, and excellent guest service. These habits protect our guests, our team, and the Darat al-Qahwa experience.

- Personal Hygiene**
Maintain a clean uniform, trimmed nails, and minimal jewelry. Hair must be neat and secured.
- Handwashing & Gloves**
Wash hands frequently and properly. Use gloves when required and change them as needed.
- Cross-Contamination Prevention**
Keep raw and ready-to-serve items separate. Use clean tools and sanitized surfaces.
- Cleaning & Sanitizing**
Clean workstations regularly and sanitize surfaces, tools, and high-touch areas.
- Equipment Care**
Use equipment as intended, clean after every use, and report any issues immediately.
- Customer Service Standards**
Be welcoming, attentive, and respectful. Deliver accurate orders and respond promptly to guest needs.

FOOD SAFETY & SERVICE CHECKLIST

- ☒ Personal Hygiene
- ☒ Handwashing
- ☒ Clean Work Area
- ☒ Prevent Cross-Contamination
- ☒ Sanitized Equipment
- ☒ Customer Service

CLEAN AREA HAPPY GUESTS

- ☒ CLEAN AS YOU GO
- ☒ KEEP IT SANITIZED
- ☒ CHECK & RESTOCK
- ☒ BE PROUD OF YOUR SPACE

EXCELLENCE IN EVERY DETAIL

9. Checklists & Training Plan

Candidate readiness and new joiner daily plan

Barista Trainer Candidate Checklist

Item	Completed?	Training Manager notes
Understands trainer role and responsibilities	☐ Yes ☐ No	
Can explain coffee basics and menu standards	☐ Yes ☐ No	
Can prepare espresso drinks to standard	☐ Yes ☐ No	
Can calibrate grinder with taste-based reasoning	☐ Yes ☐ No	
Can steam milk for all main drink families	☐ Yes ☐ No	
Can prepare cold drinks using recipe cards	☐ Yes ☐ No	
Can explain cleaning, food safety, labels, and allergens	☐ Yes ☐ No	
Can train using the 5-step method	☐ Yes ☐ No	
Can complete checklist and sign-off form	☐ Yes ☐ No	
Passed live training observation	☐ Yes ☐ No	

Candidate name: _____ Store: _____

Training Manager: _____ Date: _____

7-Day New Joiner Training Plan

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.

10. Assessment & Final Certification

Knowledge, technical skill, live observation, and sign-off

Assessment	Pass criteria	Result
Knowledge quiz	Minimum 85%. Critical food safety questions must be corrected before sign-off.	Pass / Retry
Drink quality test	Selected hot and cold drinks prepared within recipe standard.	Pass / Practice
Calibration test	Diagnoses espresso result and adjusts grinder correctly.	Pass / Practice
Coaching role-play	Trains another person using the 5-step method.	Pass / Practice
Final observation	Trains a new joiner during a real shift while observed.	Approved / Follow-up

Trainer quiz - sample questions

Questions 1-5

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?

Questions 6-10

6. Why do we purge the steam wand before and after steaming?
7. How should a trainer correct repeated mistakes?
8. What is FIFO/FEFO and why does it matter?
9. Name three situations when hands must be washed immediately.
10. Who has final authority to approve a new Barista Trainer?



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