

Trees Organic

COFFEE & ROASTING HOUSE

TRAINER'S GUIDE

Introduction

Good training is the foundation of any well-run organization. In a perfect world, everyone knows what to do, knows what is expected of them, and understands the goals of the company they work for. The sad truth is that this doesn't just happen on its own.

Think back to the last time you were frustrated with a new employee. Now ask yourself “what was the quality of the training they received?” Were they provided with every opportunity to succeed, or were they just thrown on to the schedule with no real training plan?

To some people, training a new employee can seem like an inconvenience and therefore rush through it, or pass the job on to someone who isn't qualified to train.

Making the investment in time and effort to properly train a new employee is one of the best things you can do for your business, your employees and your customers. It will also reduce your own stress as well.

The benefits far outweigh the inconvenience by a long shot.

*“The future depends on
what we do in the present”*



In this module we will review the following:

- The benefits of effective training
- What makes a good trainer
- What a new employee needs from you to be successful
- 3 day training plan



THE BENEFITS OF EFFECTIVE TRAINING

- Thorough training helps ensure the success of a new employee
- It arms the trainee with the tools and knowledge to do the job right
- It helps with a new employee's confidence
- It creates a more productive employee earlier on
- Existing staff are happier with someone who can do the job sooner
- It reduces costly staff turnover & increases productivity
- Our customers get better service!
- Many more long-term benefits, such as lower wage costs and future growth within the company





WHAT MAKES A GOOD TRAINER?

A good trainer needs the right combination of communication skills, patience, and a passion for teaching others.

SETTING THE EXAMPLE:

A trainer must be able to set a good example at all times:

- Proper uniform and appearance
- Professional behaviour
- Positive attitude
- Knowledge of all standards



Remember:

New employees will aspire to be just like you. If you demonstrate bad habits, they will too!

COMMUNICATION:

A trainer must have the ability to communicate effectively with their trainees

- Verbal communication is necessary to explain how to perform tasks, as well as providing feedback to the trainee on their performance
- Written communication is important to be able to provide feedback to trainees
- How you communicate is very important:
 - Always speak clearly
 - Keep positive
 - Your body language must compliment the verbal message
 - Speak with the trainee as you would with a customer. In other words, be professional, polite and respectful
 - Think about how the trainee will interpret what you are saying before you say it
 - Communicating with a person where english is their second language can pose an additional challenge





PATIENCE:

Patience is a very desirable trait in a good trainer. It is important to remember that although everything is second nature to you as an experienced Trees employee, everything is new and sometimes intimidating to a new employee.

- Don't expect the trainee to be perfect or fast in the beginning
- Don't assume the trainee will catch on after the first time. Give them time to practice and get better
- Don't assume the trainee knows anything about what goes on at Trees. Even previous experience in another café can be vastly different!
- If you rush the training, it will just take longer for the trainee to improve





PASSION FOR TEACHING:

It is important for you as a trainer to be passionate about what you are doing. If you don't believe in it, neither will your trainees.

Teaching adults is very different from teaching younger people. The older we get, the longer it takes to absorb new information. You need to accept this fact and be up for that challenge.

A good trainer will enjoy seeing their trainees succeed and feel a sense of accomplishment because of that.

A good trainer will want to help the company grow and succeed because of knowledgeable and productive staff.

“They may not remember everything you taught them, but they will remember how you made them feel”



COMPONENTS OF EFFECTIVE TRAINING

- Create a positive climate for learning
- Break the training into smaller chunks
- Tell them why
- Let them do it (practice)
- Encourage them
- Give them feedback





EFFECTIVE TRAINING TECHNIQUES

Create a positive climate for learning:

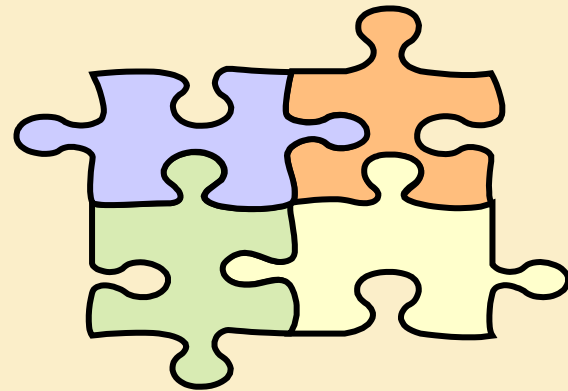
- By having an effective and detailed training plan, you will create the right conditions for the trainee to learn in a positive environment and ultimately succeed in their job
- Making the trainee feel at ease will help them succeed
- Small “mental breaks” during a training session helps to allow information to sink in. This can be as easy as having the trainee perform a task they’re comfortable doing after learning something challenging
- Providing the opportunity for the trainee to ask questions will let them know you are fully engaged in their development
- When you are enthusiastic, they will be too



EFFECTIVE TRAINING TECHNIQUES

Break the learning into “bite-sized” chunks:

- Keep the training shifts short, so as not to “overload” the trainee
- Focus on one task at a time
- “Chunking” the learning will ensure the trainee remembers more in a shorter period of time
- Ensure the trainee is comfortable performing one task before moving on to the next one





EFFECTIVE TRAINING TECHNIQUES

Tell them why:

- By explaining why things are done the way they are, it helps ensure the trainee will understand what they're doing.
- They're more likely to do it correctly if they understand why
- The trainee will be more confident if they understand what they are doing
- The trainee will be more adept at answering customers' questions



EFFECTIVE TRAINING TECHNIQUES

Let them do it:

- Allow the trainee to practice what they have learned
- The practice must occur immediately after first learning the task
- A person will remember more if they have an opportunity to try something instead of just watching someone else do it
- Practice makes perfect!

*“I hear and I forget. I see and I
remember. I do and I understand”
-Confucius*



EFFECTIVE TRAINING TECHNIQUES

Encourage them:

- A lot of encouragement will motivate the trainee to want to learn more
- Positive encouragement is far more effective than criticism
- Celebrate even the small wins: they might have completed a task that you can do with your eyes closed, but for them it will be a big accomplishment. Be sure to recognize it



“It is only as we develop others that we permanently succeed”
-Harvey Samuel Firestone



EFFECTIVE TRAINING TECHNIQUES

Give feedback:

- If they don't know how they're doing, they won't know what or how to improve
- The more feedback a person receives, the quicker they will learn
- Be sure not to make the trainee feel bad – positive feedback must accompany any critique
- 4:1 rule: tell them 4 positives for every negative to balance it out.



WHAT DOES A TRAINEE NEED FROM YOU?

- They need someone who knows what they're doing
- They need someone to set a good example
- They need a mentor
- They need someone to make them feel like part of the team
- They need to feel cared for
- They need to be motivated
- They need you to make sure they succeed!





THE PLAN OF ATTACK

The three day training plan is designed to get new employees up and running in as short a period of time as possible.

Tailor the plan to suit the trainee:

It is set up to train a person with no previous experience, so slight adjustments might have to be made when training a person with relevant experience.

Plan the training for slower days/times. It's just frustrating for you, the trainee and your customers when you train while it's busy.

The trainee should train with one person throughout the entire training process. Working with a different trainer each day can be very confusing for the trainee.

Ensure you have all the materials necessary for the training.

DAY 1:

- UNIFORM & DRESS INSPECTION
- ICEBREAKER – TALK ABOUT PREVIOUS EXPERIENCE, EXPECTATIONS ETC.
- MAKE SURE TRAINEE HAS ALL NECESSARY HANDOUTS & JOB AIDS
- GIVE DETAILED TOUR OF FRONT COUNTER AREA; DEMONSTRATE HOW ALL MACHINES WORK, WHERE THINGS ARE STORED ETC. INTRODUCE TRAINEE TO OTHER STAFF MEMBERS PRESENT.
- REVIEW ALL PRODUCTS – HOT DRINKS, COLD DRINKS, BAKED ITEMS ETC.
- INTRODUCE TRAINEE TO TILL: GIVE OVERVIEW OF HOW IT WORKS, SHOW LAYOUT OF BUTTONS ETC.
- BUSSING – SHOW TRAINEE HOW TO BUS TABLES, WASHING DISHES, PUTTING AWAY DISHES (ABOUT 30 MINUTES)
- MORE TILL TRAINING – PUT TILL IN TRAINING MODE AND TRAINER POSES AS CUSTOMER. START WITH EASY ORDERS AND INCREASE IN DIFFICULTY. PAY ATTENTION TO PROPER GREETING, SMILING, SUGGESTIVE & UPSELLING, ETC.



DAY 2:

- UNIFORM & DRESS INSPECTION
- REVIEW PREVIOUS TRAINING SHIFT – ASK QUESTIONS TO TEST THEIR MEMORY AND ANSWER QUESTIONS TRAINEE MIGHT HAVE
- SHOW TRAINEE FOOD PREPARATION:
 - CHEESECAKES – PLATING SLICES, PACKAGING WHOLE CAKES, FLIPPING CAKES
 - SANDWICHES – GRILLING AND PLATING
 - QUICHES & SAMOSAS ETC.
- ALLOW TRAINEE TO PRACTICE PREPARING FOOD ITEMS. **DO NOT LEAVE TRAINEE ALONE!**
- TILL TRAINING – TRAINEE TO BACK UP TRAINER. DEMONSTRATE PROPER SERVING TECHNIQUES.
- TILL TRAINING – TRAINER TO BACK UP TRAINEE WHILE THEY SERVE CUSTOMERS. **DO NOT LEAVE TRIANEE ALONE!!**
- PRACTICE ON TILL FOR REMAINDER OF SHIFT



DAY 3:

- UNIFORM & DRESS INSPECTION
- REVIEW PREVIOUS TRAINING SHIFT – ASK QUESTIONS TO TEST THEIR MEMORY AND ANSWER QUESTIONS TRIANEE MIGHT HAVE
- ESPRESSO MACHINE TRAINING:
 - EXPLAIN HOW MACHINE WORKS
 - DEMONSTRATE MAKING ESPRESSO SHOTS
 - DEMONSTRATE STEAMING MILK
 - DEMONSTRATE PREPARING BEVERAGES
- ALLOW TRAINEE TO PRACTICE STEAMING MILK AND PREPARING BEVERAGES. **DO NOT LEAVE TRAINEE ALONE!!**
- CONTINUE PREPARING BEVERAGES FOR REMAINDER OF SHIFT

- Most of the time is spent focusing on working cash and preparing food and beverages
- Cleaning and other miscellaneous tasks should be kept to a minimum during the initial training period. At most, show one task per shift (ie. cleaning washrooms, stockup etc.)
- The training needs to be organized and well planned in order to be effective
- Having a trainee just watching or doing dishes all day is a waste of time and money
- You want the new employees to be as productive as possible, as soon as possible
- The biggest contribution a new employee can make is to be able to work the “service” positions



COMMON TRAINING MISTAKES:

- “Throwing” the trainee on to the schedule and hoping they will succeed on their own
- Leaving the trainee alone, or leaving them with another employee who isn’t qualified to train
- Getting frustrated with a trainee when they haven’t received proper training in the first place
- Trying to teach someone everything all at once, or bouncing between tasks
- Not providing frequent feedback to help them improve
- Not investing the time to fully train a new employee

