

TRAINING WORKFLOW AND ASSESSMENT

Module 1: Fundamental Skills

Overview

- Beans & Brewing methods
- Understand your machine and equipment
- Recipe and extraction
- Steps to prepare Espresso
- Steps to steam milk
- Steps to pour takeaway and basic Heart
- Cleaning machine

1 - Break the ice and set the expectation

(Approximate time allowed for this section: 10 minutes)

- Introduce yourself and thank the student for the booking
- Get to know questions: Where do they live? How do they get here? Where do they park? Have they been to this place? Have they worked in hospitality before?
- Set the expectation: What do they expect to achieve after this training? What are their plans after the training? How could we help them in this session? What are the big sections and outcome today? How do we continue to support them after this session?

2 - Introduce the setup and system (Approximate time allowed for this section: 20 minutes)

What to do	How	Notes
Introduce the equipments and their function	<input type="checkbox"/> Point to different equipment and briefly explain their usages	
Introduce the beans using today and explain other beans (main blend, other blend, single origin, decaf)	<input type="checkbox"/> Draw a graph of 3 different types of beans in cafe	
Introduce the grinder	<input type="checkbox"/> Explain what beans are used in this grinder <input type="checkbox"/> Explain basic operation of this grinder by demonstrate a test shot	
Introduce the buttons on coffee machine	<input type="checkbox"/> Explain what each button is used for (what cup size, what type of coffee, what situation)	
Explain the shot system in Australia	<input type="checkbox"/> Explain what is a Single Shot, Double shot and Double Ristretto Shot (amount of coffee grind, which basket size, what extraction ratio) <input type="checkbox"/> Explain a basic recipe for today session	
Explain the sizes and strength of each size and coffee in Australia	<input type="checkbox"/> Show popular cup sizes in Australia and the amount of shots in it	

Activity:

- The student to pull shot for an Espresso and a Latte
- The student to pull shot for a Long Black
- The student to pull shot for a large Cappuccino

1. **Introduction**

Date	Time	Location
10/10/2023	10:00 AM	Room 101
10/10/2023	11:00 AM	Room 101
10/10/2023	12:00 PM	Room 101

2. **Conclusion**

Table 1: Summary of the data used in the study.

Year	Number of cases	Number of deaths	Number of recoveries
2019	1000	50	950
2020	1500	75	1425
2021	1200	60	1140
2022	1100	55	1045

QUESTION

1. The following table shows the number of hours spent on a project by 100 employees. The number of hours is categorized into intervals of 10 hours.
2. The number of employees in each interval is given in the second column.
3. The total number of employees is 100.

ANSWER

SOLUTION

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