Working behind the bar in Buzzworks requires you to have excellent technical knowledge. This encompasses working efficiently, product knowledge, attention to detail and the ability to deliver stylish service – whether to customers or on dispense. Stylish bartending makes the difference between good and great service! Your Buddy will take you through some more advanced areas and techniques that are used in the bar, and how to deliver the service standards that we are known for.

Employee Name _	 	
Start Date	 	
Buddy Manager		

Barista

Perfect Serve		Outcome	Tueinen	Data	Signed off as competent by buddy
	Danie an atmeta la conta manua	Outcome	Trainer	Date	manager
Single Espresso	Demonstrate how to pour a	Use knowledge			
	single espresso from start to	from basic			
	serve.	checklist.			
No Crema No	Discuss.	Can explain why			
Serva		Crema is			
		important for			
		the flavor of			
		coffee.			
Perfect serve	Place cup on saucer, handle	Consistently			
	to the right hand side,	present coffee			
	spoon & biscuit under	to company			
	handle, serve with sugar	standard.			
	bowl.				



Steaming Milk		Outcome	Trainer	Date Completed	Signed off as competent by buddy manager
Ensure flat sided jug is cold and free of residual milk	Demonstrate all before guiding trainee through the processes.	Uses flat sided jug for steamed Milk.			
Pour in fresh cold milk	Explain why fresh milk is Best.	Uses fresh milk each time.			
Purge steam wand Place wand at side of jug with nozzle completely submerged	Explain why steam wand should be purged. Demonstrate and explain.	Purges wand every use. Knows where to Place wand when steaming.			
Turn steam wand on full blast	Explain why steam wand needs to be on full power.	Turns to full Power Immediately.			
The nozzle should remain just under the surface of the milk and at the side of the jug	Explain spinning and aeriation of milk: how it expands and sweetens if heated.	Can emulate spinning the Milk.			
Turn off the wand when the thermometer reads 140'F	Demonstrate and show turning off as a quick, immediate action, not slowly turning wand off.	Turns of the steam wand to achieve the correct temperature.			
Take the jug away from the wand, and wipe the wand	Wipe and purge, reiterating why cleaning is important.	Wipe after every coffee.			
Remove the thermometer	Demonstrate.				
Tap the jug on the bar top and swirl to	Demonstrate.	Can produce milk with a smooth surface.			



knock out					
bubbles and					
create a					
dense, smooth					
texture					
		Has enough			
Pour steamed	Show tipping the milk to get	control to			
milk from the	best texture, and speed to	create latte art.			
spout of the	Control.				
jug					
Foaming Milk		Outcome	Trainer	Date Completed	Signed off as competent by buddy manager
Ensure bellied	Demonstrate all before	Uses bellied			
jug is cold and	guiding trainee through the	jug for foamed			
	Processes.	Milk.			
milk					
Attach	Explain how this gives a				
thermometer	false reading if touching				
(not to touch	the bottom.				
bottom of jug),					
ensure it is					
easy to read					
Pour in fresh	Explain why fresh milk is	Uses fresh milk			
cold milk	best.	each time.			
Purge steam	Demonstrate and explain.	Purges wand			
Wand		every use.			
Place wand in	Demonstrate.	Knows where to			
the centre of		place wand			
jug with nozzle		when foaming.			
completely					
submerged					
Turn steam	Demonstrate and explain.	Turns to full			
wand on full		power			
Blast		immediately.			
		Can spin and			
		lengthen the			
Lower the jug	Demonstrate and explain	milk.			
so the tip of	that aerating the milk will				
the wand is	cause it to gain volume.				
Partially					
submerged,					
there should					



T	T			
be a hissing				
noise				
		Can spin and		
		lengthen the		
Adjust the	Demonstrate.	milk.		
position of the				
jug so the tip				
stays partially				
submerged as				
the volume				
increases				
		Can spin and		
		lengthen the		
Continue to	Explain raising wand to adjust	milk.		
foam until the	for increased volume.			
volume has				
doubled				
Once enough	Demonstrate.	Can adjust for		
foam has been		foam without		
produced		overflowing.		
lower the				
wand to				
continue				
heating				
Turn off the	Turn off as a quick action .	Can achieve		
Turn on the	diff off as a quick action.			
wand at 140'f		correct		
		temperature.		
Take the jug	Demonstrate.	Wipes wand		
away from the		every time.		
wand, and				
wipe the wand				
Remove the				
thermometer				
Swirl to keep	Demonstrate and explain	Creates thick,		
foam and milk		glossy milk		
together				
Pour from the	Demonstrate showing	Pours milk with		
side of the jug	control tipping the milk so	enough control		
in a rocking	consistent texture.	to create latte		
motion to fold		Art.		
out the foam				
out the loans			L	



Cocktails

Techniques – Shaking		Outcome	Trainer	Date Completed	Signed off as competent by buddy manager
Get appropriate glassware ready	Fully demonstrate shaking a drink, explaining how and why for each step.	Chills all glassware before use.			
Measure ingredients into small part of the tin	Show measuring and pouring, without spillage, in a stylish fashion.	Can pour into small part of tin accurately.			
Fill large part ¾ with ice	Fill with ice scoop.	Can fill with ice without spilling.			
Pour in liquid and secure small tin on at an angle	Demonstrate.	Pours in liquid in a controlled fashion, not spilling.			
Shake vigorously for 10-12 seconds	technique, facing down the bar	Can shake down the bar safely and vigorously.			
of shaker and	Explain that little pressure is needed to open shakers. If they are stuck then a quiet tap on the seal should open them.	Confidently open shaker set unassisted.			
Remove the small part by wiggling from side to side	Demonstrate.	Can split the shaker set.			
of drink by	Explain the importance of consistency, and knowing the taste and balance of every cocktail.	Able to identify drinks that are unbalanced and adjust.			
Place hawthorn over tin	Explain use of a hawthorn strainer, and that it should be used for every shaken drink.	Can use hawthorn without spilling cocktail.			
If drink is	Explain why and demonstrate				



straight up use fine strainer as well, if not strain directly	pouring through hawthorn and fine strainer.	Uses Hawthorne strainer correctly when pouring cocktails.			
over ice from hawthorn					
Garnish and serve drink	Demonstrate.				
Rinse all equipment thoroughly under tap. Don't put through glasswasher during service.	Explain why and demonstrate.	Hand washes all equipment after each use.			
Return all equipment to correct place	Explain why and demonstrate.	Returns all equipment after use.			
Techniques – St	irring	Outcome	Trainer	Date Completed	Signed off as competent by buddy manager
Get appropriate	Fetch glassware for cocktail and a mixing glass.	Can identify a mixing glass.			
glassware Fill mixing	Explain why consistency in	Pre-chills			
glass with ice	temperature is important.	Glassware.			
Measure ingredients into mixing glass	Highlight importance of measuring every ingredient.	Measures into mixing glass accurately.			
Briskly & stylishly stir with barspoon for 20-25s	Demonstrate.	Stirs without chipping ice.			
Check balance and dilution of drink by lifting a sample with a straw	Demonstrate.	Checks every cocktail for dilution and balance.			
Place julep strainer on top and pour into glass	Demonstrate	Can use julep strainer correctly.			
Garnish drink	Demonstrate				



and serve			
Wash all	Demonstrate.		
equipment			
thoroughly			
Return all	Demonstrate.		
equipment to			
correct place			

Sign off by Employee	Date
Sign off by Buddy Manager	Date
Sign off by Manager	Date

