Design Document

Training Title: Lattes in Paradise Barista Training

Business Goal and Problem	New Hire training on recipes and procedure for making coffee drinks at the cafe. Customers are complaining of inconsistencies in espresso drinks between baristas. They need a streamlined training for employees to learn how to make each coffee drink, according to Lattes in Paradise standards. The goal of this training is that employees will consistently craft and serve high quality espresso beverages, resulting in a 25% increase in customer satisfaction within 3 months.
Target Audience	All employees at "Lattes in Paradise" for now. Moving forward, this will just be for new hires. Most people are in their early to late 20s. Most are new hires, within the past 3-4 months.
Learning Objectives	**Terminal LOs:** 1. Use the correct ingredients and amounts for each coffee drink according to Lattes in Paradise specifications. 2. Operate the Espresso Machine correctly. 3. Use the correct shorthand for taking coffee orders. **Enabling LOs:** 1. Identify ingredients for each coffee drink. 2. Understand all the barista tools involved in making espresso drinks.
Training Recommendation	**Delivery Method:** e-Learning (through Articulate Rise Course), with some components made in Canva. **Approach:** This course includes interactions, visuals, knowledge checks, and a scenario-based assessment at the end.
Training Time	15 minute seat time.
Deliverables	● e-Learning module, developed in Articulate Rise ● Published Rise SCORM zip file ● Job Aid

Training Outline	- Welcome - Introduction to the Course - Learning Objectives - Using the Espresso Machine - Barista Tools - Espresso Machine - Knowledge Check - How to Pull Espresso - Knowledge Check - Coffee Recipes - Non-milk espresso recipes - Milk espresso recipes - Knowledge Check - Shorthand Notes for Drink Options - Knowledge Check - Shorthand Notes for Cup - Barista Training Quiz - Summary
Assessment Plan	**Level 2 Assessment:** Scenario Based Training Quiz at the end of the module, consisting of 6 questions. Users must answer 5 of the 6 questions correctly. Learners may retake the quiz as many times as necessary to pass. There are also 3 knowledge checks within the module itself. **Level 3 Assessment:** 25% increase in customer satisfaction within 3 months. Also, the head trainer will ask baristas to make certain specialty drinks, to get a feel for how well employees remember the processes.